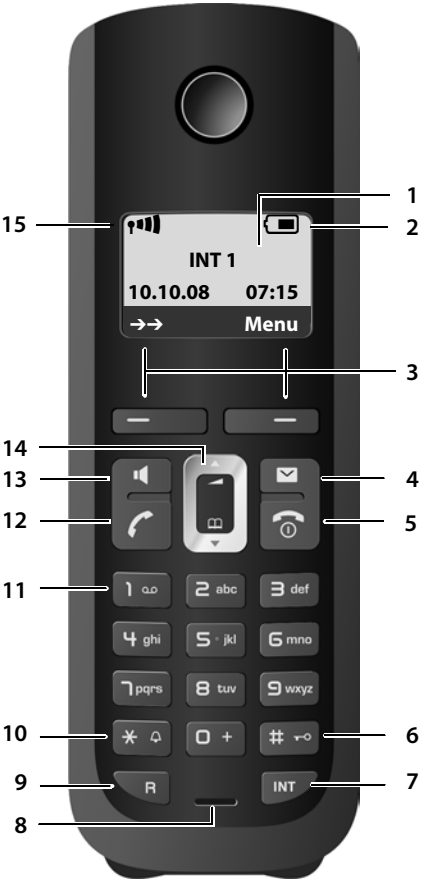
Gigaset

A580 IP

GIGASET. INSPIRING CONVERSATION.
MADE IN GERMANY

SIEMENS

The handset at a glance



Handset keys

1 **Display** in idle status (example)
2 **Charge status of the batteries** (➔ Page 28)
3 **Display keys** (➔ Page 31)
4 **Message key** (➔ Page 62)
Access to calls and message lists;
Flashes: new message, new call or new firmware or new provider profile available
5 **End call key, on/off key**
End call, cancel function, go back one menu level (press briefly), back to idle status (press and hold), activate/deactivate handset (press and hold in idle status)
6 **Hash key**
Keypad lock on/off (press and hold, ➔ Page 33)
Switch between upper/lower case letters and digits for text input (➔ Page 179)
7 **Internal key**
Make an internal call (➔ Page 91)
8 **Microphone**
9 **Recall key**
Enter recall (press briefly; ➔ Page 148)
Fixed line network only:
Insert a dialling pause "P" (press and hold)
10 **Star key**
Idle status:
Ringers on/off (press and hold)
Fixed line network: switch between dial pulsing/tone dialling
11 **Key 1** (press and hold)
Calling the network mailbox
12 **Talk key**
Accept call, open redial list (press briefly in idle status), select connection type and start dialling (press briefly/press and hold after entering the number, ➔ Page 39)
When writing an SMS: send SMS
13 **Handsfree key**
Switch between earpiece and handsfree mode
Lights up: handsfree activated
Flashes: incoming call
14 **Control key** (➔ Page 31)
15 **Signal strength** (➔ Page 28)

Overview of display icons

Charge status of the batteries (flat to full)

(flashes)
Batteries almost empty

(flashes)
Charging

Signal strength icon
Reception signal strength between the base station and the handset (high to low)

(flashes) No reception signal between the base station and the handset

Eco mode+ activated
A short while after **Eco mode+** is activated, the icon replaces **the** signal strength icon in the top left-hand corner of the handset in idle display mode.

Keypad lock activated

Ringer deactivated

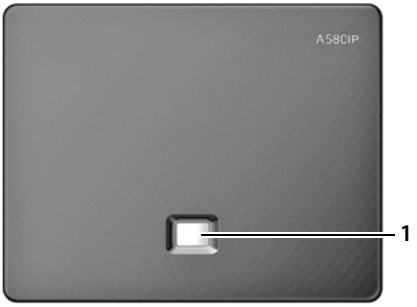
Incoming calls on the fixed line network connection (ringer icon)

Incoming call on a VoIP connection

Alarm clock set

Open redial list

The base station at a glance



Base station key

1 **Paging key**
Lights up:
LAN connection active (phone is connected to router)
Flashes:
Data transfer to LAN connection
Press **briefly**:
Initiating paging (→ Page 89),
Displaying the IP address on the handset
Press and **hold**:
Set base station to registration mode (→ Page 87)

Contents

Safety precautions

Warning

Read the safety precautions and the user guide before use.

Explain their content and the potential hazards associated with using the telephone to your children.

Only use the mains adapter supplied, as indicated on the underside of the base station or charging cradle.

Only use the **recommended, rechargeable batteries** (→ Page 176), i.e. never use a conventional (non-rechargeable) battery or other battery types as this could result in significant health risks and personal injury.

The operation of medical appliances may be affected. Be aware of the technical conditions in your particular environment, e.g. doctor's surgery.

Do not hold the rear of the handset to your ear when it is ringing or when the hands-free function is activated. Otherwise you risk serious and permanent damage to your hearing.

The handset may cause an unpleasant humming noise in hearing aids.

Do not install the base station or charging cradle in bathrooms or shower rooms. The handset, base station and charging cradle are not splashproof (→ Page 176).

Do not use the phone in environments with a potential explosion hazard, e.g. paint shops.

If you give your Gigaset to someone else, make sure you also give them the user guide.

Please remove faulty base stations from use or have them repaired by our Service department, as they could interfere with other wireless services.

Warning

When the keypad lock is active, you cannot call emergency numbers.

Please note

Not all of the functions described in this user guide are available in all countries.

Gigaset A580 IP – more than just making calls

You can use your phone to make calls and send and receive SMS messages both via the fixed line network and also (cheaply) via the Internet (VoIP) **without a PC**. – Your phone can do much more besides:

- Make calls with brilliant sound quality (**High Definition Sound Performance HDSP**, → Page 9) – for internal calls or calls via VoIP.
- **Press a button** each time you make a call to indicate whether you want to call via the fixed line network or the Internet (→ Page 39).
- Register up to **six** handsets on your base station. With your base station, you can simultaneously conduct two calls via VoIP and one call via the fixed line network.
- **Multiline:** Create up to six VoIP accounts with different VoIP providers. Together with your fixed line number and the Gigaset.net number, your phone can then be reached via up to **eight different phone numbers**.
- Assign each handset its own VoIP number as a send and receive number. If a member of your family is called on their VoIP number, only their handset will ring (→ Page 141).
- You can also use the VoIP accounts with different providers for cost control purposes. When dialling, specify the VoIP connection/the VoIP account you want to use for its lower rates (→ Page 39).
- Setting dialling plans for phone numbers or area codes enables you to automate the selection of the cheapest VoIP account (→ Page 144).
- Use Gigaset.net for VoIP calls. Connect your phone to the mains power supply and the Internet, and enjoy free phone calls on Gigaset.net – without making any further settings (→ Page 49).
- Configure the phone connection for VoIP without a PC. Your phone's connection assistant downloads general data about your VoIP provider from the Internet and guides you through entering your personal data (VoIP/SIP account). This makes it easy for you to start using VoIP (→ Page 21).
- If necessary, make any further VoIP settings on a PC. The phone features a Web interface (**Web configurator**) that can be accessed via your PC's Web browser (→ Page 114).
- Make sure your phone is always up-to-date. Keep yourself informed about **firmware updates** on the Internet and download them onto your phone (→ Page 105).
- You can reduce the transmission power by activating **Eco mode** / **Eco mode+** (→ Page 84).

Your Gigaset A580 IP has a protected operating system that offers **increased security against viruses** from the Internet.

Have fun using your new phone!

VoIP – making calls via the Internet

With VoIP (**V**oice **o**ver **I**nternet **P**rotocol), your calls are not made via a fixed connection as in the telephone network, but rather they are transmitted via the Internet in the form of data packets.

You can take advantage of all the benefits of VoIP with your phone:

- You can make cheap calls in high voice quality with callers on the Internet, the fixed line network or the mobile phone network.
- VoIP providers will give you personal numbers, with which you can be reached from the Internet, the fixed line network and any mobile phone network.

To be able to use VoIP, you need the following:

- A broadband Internet connection (e.g. DSL) with flat rate (recommended) or volume-based price.
- Internet access, i.e. you need a router that will connect your phone to the Internet.

  You can find a list of recommended routers on the Internet at:

  www.gigaset.com/customercare

  From here, go to the FAQ page and select "Gigaset A580 IP". Search for "Router", for example.
- Access the services of a VoIP provider. You can open up to six accounts with **different** VoIP providers.

Gigaset HDSP – Telephony with brilliant sound quality

Your Gigaset IP phone supports the Broadband codec **G.722**. With your base station and the corresponding handset, you can thus make calls via VoIP with brilliant sound quality (High Definition Sound Performance).

If you register further broadband-capable handsets (e.g. Gigaset S67H, S68H or SL37H) with your base station, internal calls between these handsets will also be conducted via broadband.
Preconditions for broadband connections to your base station are:

- **For internal calls**:

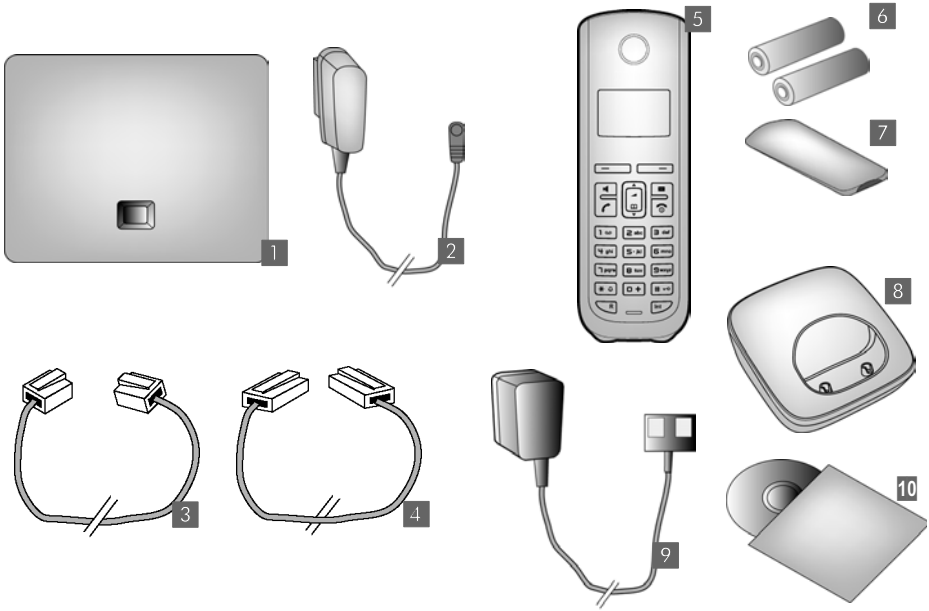
  Both handsets are broadband-capable, i.e. both support the codec **G.722**.
- **For external calls via VoIP:**
  - You make the call from a broadband-capable handset.
  - You have selected codec **G.722** for outgoing calls, → Page 136.
  - Your VoIP provider supports broadband connections.
  - The recipient's phone supports codec G.722 and accepts the establishment of a broadband connection.

Please note

The VoIP service **Gigaset.net** (→ Page 49) supports broadband connections.

First steps

Checking the pack contents



1 one Gigaset A580 IP base station
2 one mains adapter for connecting the base station to the mains power supply
3 one phone cord for connecting the base station to the fixed line network
4 one Ethernet (LAN) cable for connecting the base station to the router (LAN/Internet)
5 one Gigaset A58H handset
6 two batteries for the handset (uncharged)
7 one battery compartment cover for the handset
8 one handset charging cradle
9 one mains adapter for connecting the charging cradle to the mains power supply
10 one quick guide and a CD containing this user guide

Firmware updates

This user guide describes the basic functions of firmware versions 182 and higher.

Whenever there are new or improved functions for your Gigaset A580 IP, base station firmware updates will be made available for you to download to your telephone (→ Page 105). If this results in operational changes to your phone, a new version of this user guide or the necessary amendments will be published on the Internet at www.gigaset.com.

Select "Gigaset A580 IP" in the product field to open the relevant product page where you will find a link to the user guide.

For information on how to find out the current firmware version of your base station, please see Page 164 (using the Web configurator) or Page 173 (during an external call).

Setting up the handset for use

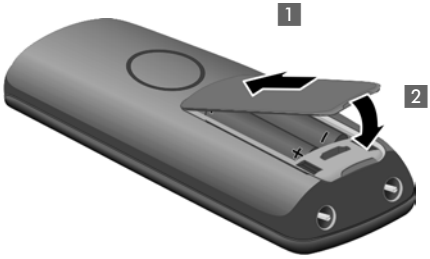
The display is protected by a plastic film.
Please remove the protective film!

Inserting the batteries and closing the battery cover

Warning

Only use rechargeable batteries (→ Page 176) recommended by Gigaset Communications GmbH, i.e. never use a conventional (non-rechargeable) battery or other battery types, as this could result in significant health risks and personal injury. For example, the outer casing of the batteries could be damaged or the batteries could explode. The phone could also malfunction or be damaged as a result of using batteries that are not of the recommended type.

- Insert the batteries the right way round.
  The polarity is indicated in/on the battery compartment.

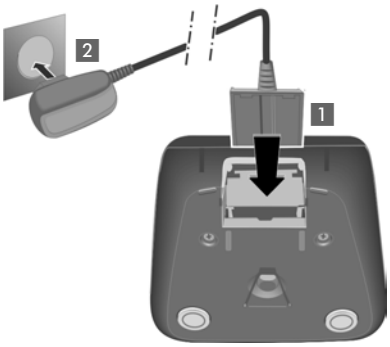


- First insert the battery cover at the top 1.
- Then press the cover 2 until it clicks into place.

- If you need to open the battery cover, for instance to replace the batteries, place your fingertip in the cavity on the casing and pull the battery cover upwards.

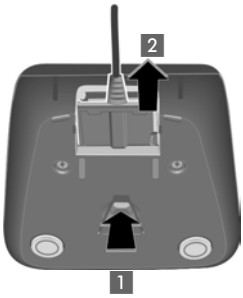
Connecting the charging cradle

The charging cradle is designed to be operated in enclosed, dry areas at temperatures ranging from +5°C to +45°C.



- Connect the flat plug from the power supply 1.
- Plug the mains adapter into the plug socket 2.

If you need to disconnect the plug from the charging cradle, press the release button 1 and disconnect the plug 2.



Please note

- Only place the handset in the charging cradle that is intended for it.
- If the handset has turned itself off because the batteries are flat and is then placed in the charging cradle, it will turn itself on automatically.

Should you have any questions and problems → Page 166.

For information on how to attach the charging cradle to the wall → Page 213.

Initial charging and discharging of the batteries

- Place the handset in the charging cradle and wait until the batteries are fully charged (approx. **10** hours).

  Battery charging is indicated in the top right of the display by the flashing battery icon.

- Then remove the handset from the charging cradle and do not replace it until the batteries are fully discharged.

  The charge status is displayed in the idle display.

  (flat to full)

  If flashes, the batteries are almost flat.

After the first battery charge **and** discharge, you may place your handset in the charging cradle after every call.

Warning

- Always repeat the charging and discharging procedure if you remove the batteries from the handset and reinsert them.
- The batteries may warm up during charging. This is not dangerous.
- After a while, the charge capacity of the batteries will decrease for technical reasons.

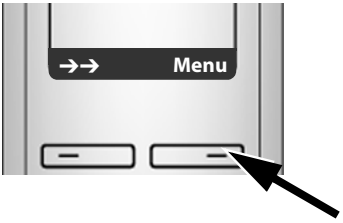
Setting the date and time

The date and time must be set in order to have the correct time for incoming calls, for example, and to be able to use the alarm clock.

Please note

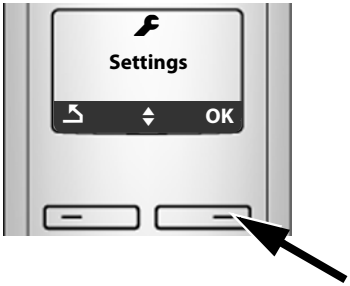
The address of a time server on the Internet is stored on your telephone. The date and time are taken from this time server provided that the base station is connected to the Internet and synchronisation with the time server is activated (→ Page 163). Manual settings are overwritten in this case.

Setting up manually:



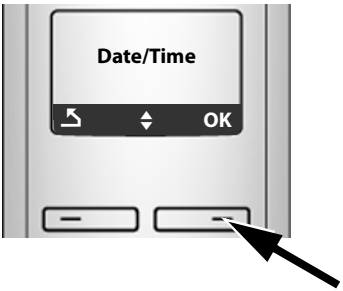
- Press the key below Menu on the display screen to open the main menu.

▸ Press the control key down repeatedly ...



... until the **Settings** menu item appears.

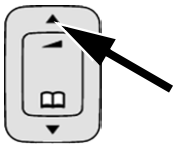
▸ Press the key below OK on the display screen to confirm your selection.



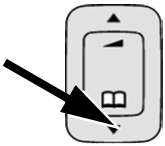
The **Date/Time** menu item appears on the display.

▸ Press the key below OK on the display screen to open the input field.

▸ The active line is marked [...].
Enter the day, month and year using 8 digits (DD.MM.YYYY) via the keypad, e.g. 1 0 + 1 0 + 2 abc 0 + 0 + 8 tuv for 10/10/2008.



If you want to correct an entry, press up or down on the control key to toggle between fields.



- Press the key below OK on the display screen to confirm your selection.

- Enter the hours and minutes as four digit numbers via the keypad, e.g. 0 + 7 pqrs 1 ∞ 5 jkl for 07:15 am. If necessary, use the control key to toggle between fields.
- Press the key below OK on the display screen to confirm your selection.

The display shows **Saved**.

You will hear a confirmation tone.

- Press and hold the end call key to return to the idle status.

Registering the handset to the base station

Your handset is registered to the base station by default.

For information on how to register additional handsets with the base station and make free internal calls, → Page 87.

Installing the base station

The base station is designed for use in closed, dry rooms with a temperature range of +5°C to +45°C.

▶ Set up the base station at a central location on a flat, non-slip surface in your house or apartment.

Please note

Consider the range of the base station.
This is up to 300 m in unobstructed outdoor areas and up to 50 m inside buildings.
The range is reduced when Eco mode is activated (→ Page 84).

The phone's feet do not usually leave any marks on surfaces. However, due to the multitude of different varnishes and polishes used on today's furnishings, the occurrence of marks on the surfaces cannot be completely ruled out.

For information on how to mount the base station on the wall → Page 213.

Warning

- Never expose the telephone to any of the following: heat sources, direct sunlight or other electrical appliances.
- Protect your Gigaset from moisture, dust, corrosive liquids and vapours.

Connecting the base station

In order to be able to make calls with your phone via the fixed line network and via VoIP, you must connect the base station to the fixed line network and the Internet → **Figure 1**.

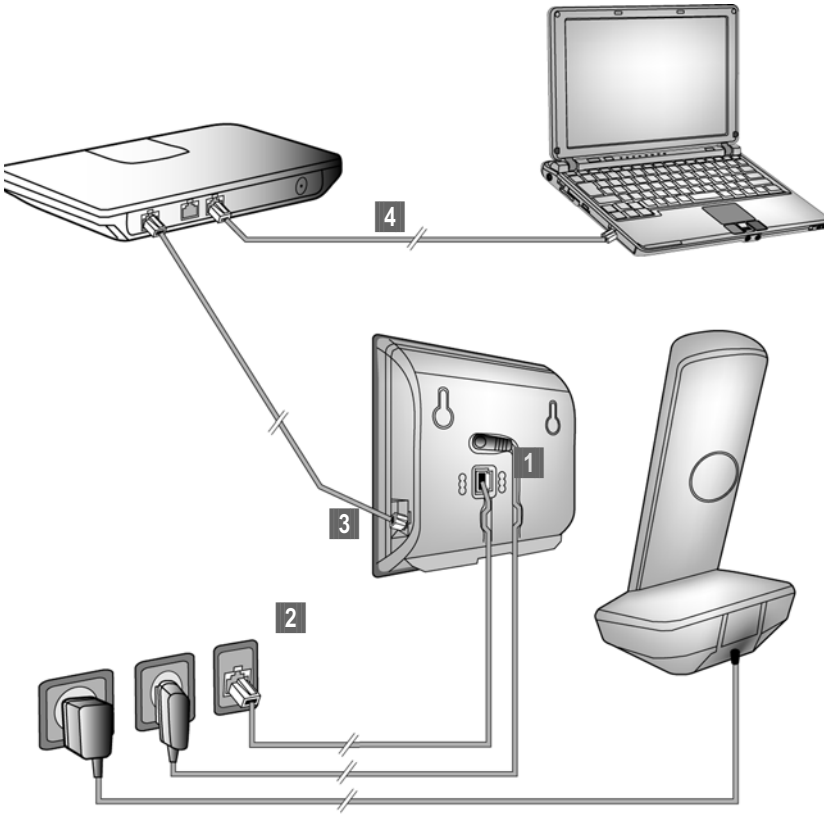
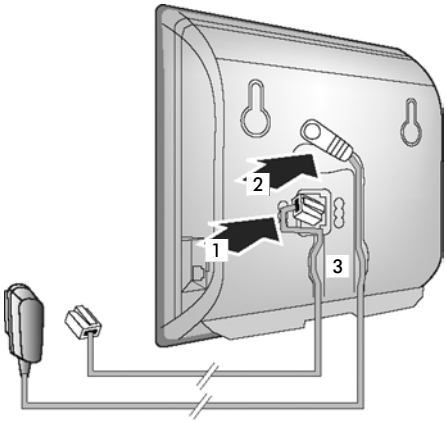


Figure 1 Connecting the phone to the fixed line network and the Internet

Follow the steps in the order given below (→ **Figure 1**):

1. Connect the phone cord and power lead to the base station.
2. Connect the base station to the telephone network and the mains power supply.
3. To connect the base station to the Internet, first connect the base station to the router (connection via router and modem or via router with integrated modem).
4. Connect the PC and router (optional) – for advanced configuration of the base station (→ **Page 114**).

1. Connecting the phone cord and power lead to the base station

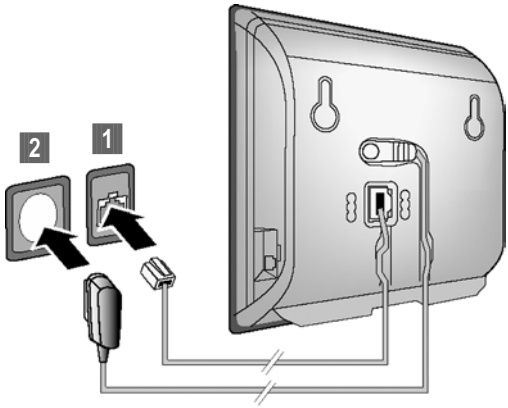


1 Insert the phone cord into the lower connection socket at the rear of the base station.

2 Insert the power lead of the mains adapter into the upper connection socket at the rear of the base station.

3 Push both cables into the appropriate cable channels.

2. Connecting the base station to the fixed line network and the mains power supply



1 Insert the phone cord into the fixed line network connection socket.

2 **Then** insert the mains adapter into the mains socket.

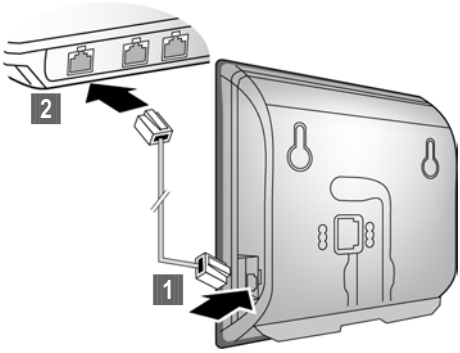
Warning

- Keep the mains adapter **plugged in at all times** for operation, as the phone does not work without a mains connection.
- Only use the mains adapter and phone cord **supplied**. Pin connections on telephone cables can vary (pin connections, → Page 178).

You can now use your phone to make calls via the fixed line network and can be reached on your fixed line number.

3. Connecting the base station to the router (Internet)

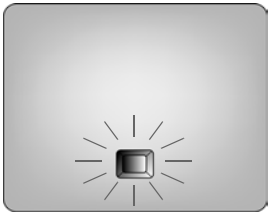
For Internet access you need a router connected to the Internet via a modem (this may be integrated in the router).



1 Connect one Ethernet cable plug into the LAN socket at the side of the base station.

2 Then insert the second Ethernet cable plug into a LAN socket on the router.

As soon as the cable connecting the phone and router is plugged in and the router is switched on, the key lights up on the front of the base station (paging key).



You can now establish VoIP connections within Gigaset.net (→ Page 49).

Making settings for VoIP telephony

Before you can use the Internet (VoIP) to phone any other numbers on the Internet, the fixed line network or the mobile phone network, you need the services of a VoIP provider who supports the VoIP SIP standard.

Precondition: You have registered with such a VoIP provider (e.g. via your PC) and set up at least one VoIP account.

To be able to use VoIP, you now need to enter the access data for your VoIP account. You will receive all the necessary data from your VoIP provider. This will include:

Either:

- Your user name (if requested by the VoIP provider), this is the user identification (Caller ID) for your account, which is often identical to your phone number
- Your authentication name or login ID
- The (login) password registered with the VoIP provider
- General settings for your VoIP provider (server addresses etc.)

Or:

- An auto-configuration code (Activation Code)

Your Gigaset phone's connection assistant can help you make these entries.

Starting the connection assistant

Precondition:

The base station is connected to the mains power supply and a router. Your router is connected to the Internet (→ Page 20).

Tip:

Leave **IP** activated as the default line for your telephone (default setting, → Page 104). The telephone then attempts to establish a connection directly to your VoIP provider's server after the connection assistant is closed. If incorrect/incomplete information means that the connection cannot be established, messages will be displayed (→ Page 28).

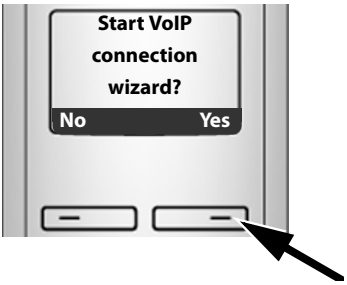
Please note

Your phone is preconfigured for dynamic assignment of the IP address. In order for your router to "recognise" the phone, dynamic IP address assignment must also be activated on the router, i.e. the router's DHCP server must be activated.

If the DHCP server cannot or should not be activated, you must first assign a fixed IP address to the phone. For information on how to do this, → Page 108.

As soon as the handset battery is sufficiently charged, the message key ✉ on the handset will flash (approx. 20 minutes after you have put the handset in the charging cradle).

▶ Press the message key ✉.



You will see the following display.

▶ Press the key under Yes on the display screen.

You will be prompted to enter your phone's system PIN.

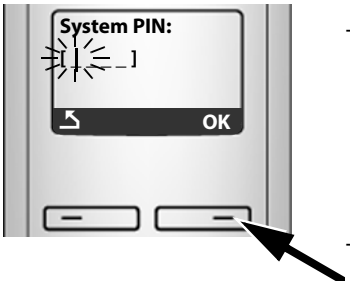
"New firmware available" is shown in the display...

New/improved firmware is available for your phone on the Internet. First carry out an automatic update of the firmware (→ Page 105). Once the update has been completed (after approx. 3 minutes) the handset's idle display appears again and the message key ✉ flashes. If you press ✉, the display shown in the picture above appears and you can start the connection assistant.

Please note

To protect your phone and its system settings from unauthorised access, please define a 4-digit number code (system PIN) known only to yourself. This code must be entered before you can register/de-register handsets or alter your phone's VoIP or LAN settings.

The default system PIN is 0000 (4 x zero). For how to change the PIN, → Page 102.



The active line is marked [----].

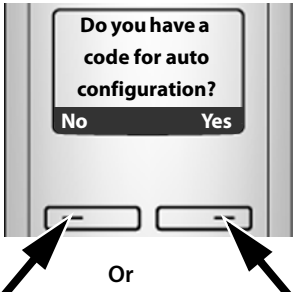
▶ Enter your phone's current system PIN using the keypad.

▶ Press the key below OK on the display screen.

The connection assistant is started.

Please note

- You can also call up the connection assistant at any time via the menu (→ Page 106).
- The connection assistant will also start automatically if you try to establish a connection via the Internet before you have made the necessary settings. **Pre-condition:** You have **not** activated the fixed line network connection as a replacement connection (Web configurator, → Page 140):



Or

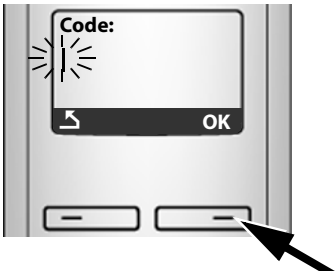
Your VoIP provider has supplied you with an **authentication name/ password** and, where applicable, a user name:

- Press the key below No on the display screen.
- For further information, please see "**Downloading VoIP provider data**" → **Page 24**.

You have received an **auto-configuration code** (Activation Code) from your VoIP provider:

- Press the key below Yes on the display screen.
- For further information, please see "**Entering an auto-configuration code**".

Entering an auto-configuration code



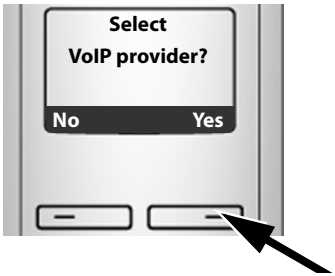
- Enter your auto-configuration code using the keypad (max. 32 characters).
- Press the key below OK on the display screen.

All data necessary for VoIP telephony is loaded directly from the Internet to your phone.

When all the data has been successfully loaded onto your phone, **Saved** appears on the display.

- For further information, please see "**Completing the VoIP settings**", → **Page 27**.

Downloading VoIP provider data



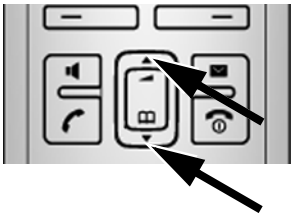
▶ Press the key below Yes on the display screen.

The connection assistant establishes a connection with the Gigaset configuration server on the Internet. Various profiles with general access data for different VoIP providers can be downloaded here.

After a brief period you will see the following display:

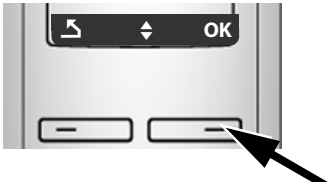
A list of countries is loaded.

The first country in the list appears in the display.



▶ Press up or down on the control key repeatedly ...

... until the country in which you are using the phone appears on the display.



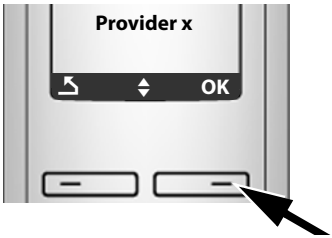
▶ Press the key below OK on the display screen to confirm your selection.

A list of VoIP providers whose data you can download is loaded.

The first VoIP provider in the list appears in the display.

- Press up or down on the control key repeatedly ...

  ... until your VoIP provider appears on the display.



- Press the key below OK on the display screen to confirm your selection.

The general access data for your VoIP provider is downloaded.

You have not been able to download your provider's data

If the data for your VoIP provider is not available for download, press the display key twice. You can then carry out the following steps with the connection assistant.

You must then make the settings needed for the VoIP provider using the Web configurator (→ Page 127).

Your VoIP provider will supply you with this data.

Entering user data for your first VoIP account

You will now be prompted to enter your personal access data for your VoIP accounts.

The following are provider-dependent:

- **Username**, **Authentication Name**, **Authentication Password**

Or:

- **Authentication Name**, **Authentication Password**

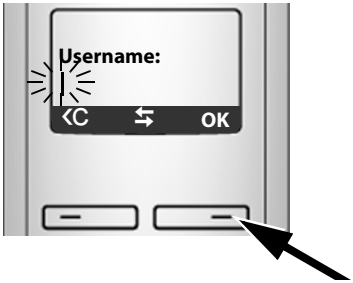
Please note ...

... when entering access data, it is case sensitive.

To switch between upper and lower case and digits, press the # key (several times if necessary). You can see briefly in the display whether upper case, lower case or digits is selected.

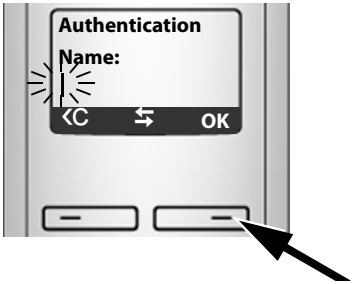
Characters entered incorrectly can be deleted using the left display key below C. The character to the left of the cursor will be deleted.

You can navigate within the input field using the control key (press up/down).

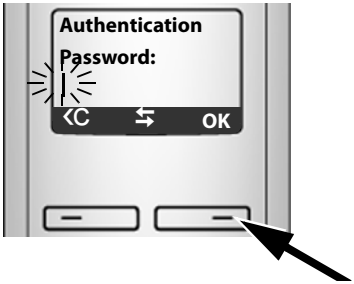


If your VoIP provider does not require a user name, this step can be skipped.

- Using the keypad, enter the user name that you received from your VoIP provider.
- Press the key under OK on the display screen.



- Using the keypad, enter the authentication name that you received from your VoIP provider.
- Press the key under OK on the display screen.



- Use the keypad to enter your password.
- Press the key under OK on the display screen.

Completing the VoIP settings

After the entries have been completed, the handset reverts to idle status.

If all the settings are correct and if the phone can establish a connection to the VoIP server, the internal name of the handset will be displayed: (example)

You can now use your phone to make calls via the fixed line network and the Internet! Callers can reach you on your fixed line number and your VoIP number.

Please note

- To ensure that you can always be reached via the Internet, the router must be permanently connected to the Internet.
- If you have launched the connection assistant via the menu, you will initially have to press and hold the end call key ☎ once the entry is complete, for the handset to return to idle status.
- If you try to make a call via a VoIP connection that is not configured correctly, the following VoIP status message will appear in the display: **VoIP config. error: xxx** (xxx = VoIP status code). The various status codes and their respective meanings can be found in the appendix on **Page 170**.

You have set up several VoIP accounts ...

You can enter up to five additional VoIP accounts (VoIP phone numbers) via the Web configurator at a later stage (→ **Page 125**). Together with your fixed line network number and the Gigaset.net number, your phone can then be reached via up to eight different phone numbers. You can assign the phone numbers to the individual handsets that are registered with the base station as send and receive numbers (→ **Page 141**).

Icons on the idle display

The following is displayed:

- the internal number, e.g. **INT 1**.
- the quality of the reception signal between base station and handset (signal strength):
  - good to poor:
  - no reception: flashes

  If **Eco mode+** (→ Page 84) is activated on the base station, will be displayed instead of the signal strength icon.
- battery charge status:
  - (flat to full)
  - flashes: batteries almost flat
  - flashes: charging procedure

No connection to the Internet/VoIP server

If one of the following messages is displayed instead of the internal name after the connection assistant is closed, errors have occurred:

- **Server not accessible**
- **SIP registration failed**

Below you will find possible causes and measures you can take.

Server not accessible

The phone has no connection to the Internet.

- Check the cable connection between the base station and the router (the LED on the base station must light up) and the connection between the router and the Internet connection.
- Check whether the phone is connected to the LAN.
  - It may not have been possible to dynamically assign an IP address to the phone

  or
  - You have assigned a static IP address to the phone that has either already been assigned to another LAN subscriber or does not belong to the router's address block.
  - Press the paging key on the base station. The IP address appears on the handset display.
  - Press the talk key on the handset to end paging call.
  - Start the Web configurator with the IP address.
  - If no connection can be established, change the settings on the router (activate DHCP server) or the phone's IP address.

SIP registration failed

- Your personal data for registering with the VoIP provider may have been entered incompletely or incorrectly.
  - Check your entries for **Username**, **Authentication Name** and **Authentication Password**. Particularly check your use of upper and lower case.
    To do this, open the following menu on your handset:
    Menu ➜ **Settings** ➜ **Base** ➜ **Telephony** ➜ **VoIP** (enter system PIN)
    (➜ Page 108)
- The server address for the VoIP server has not yet been entered, or has been entered incorrectly.
  - Start the Web configurator.
  - Open the following Web page: **Settings** ➜ **Telephony** ➜ **Connections**.
  - Click the **Edit** button next to the first VoIP connection.
  - Edit the server address where necessary.

Please note

If port forwarding is activated on your router for the ports that have been registered as the SIP port and the RTP port (➜ Page 150), it is advisable to deactivate DHCP and assign the phone a static IP address (otherwise you may not be able to hear the other party during VoIP calls):

- Assign an IP address via the handset menu:
  Menu ➜ **Settings** ➜ **Base** ➜ **Local Network**

Or

- Assign an IP address via the Web configurator:
  - Open the following Web page: **Settings** ➜ **IP Configuration**.
  - Select **IP address type**.

Please note that the IP address and subnet mask depend on the router's address block.

You must also enter the standard gateway and DNS server. The IP address for the router is generally entered here.

How to proceed

Now you have successfully started your Gigaset, you will probably want to adapt it to your personal requirements. Use the following guide to quickly locate the most important subjects.

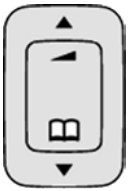
If you are unfamiliar with menu-driven devices such as other Gigaset telephones you should first read the section entitled "**Operating the handset**" → **Page 31**.

Information on ...	... is located here.
Making calls via VoIP or the fixed line network	Page 39
Setting the ringer melody and volume	Page 99
Setting the handset volume	Page 99
Setting Eco mode / Eco mode+	Page 84
Preparing the telephone for SMS reception	Page 73
Operating the telephone on a PABX	Page 112
Registering existing Gigaset handsets to a base station	Page 87
Transferring directory entries from existing Gigaset handsets to the new handset(s)	Page 68
Using online directories	Page 69
Entering additional VoIP accounts	Page 125

If you have any questions about using your phone, please read the tips on troubleshooting (→ Page 166) or contact our Customer Care team (→ Page 165).

Operating the handset

Control key



In the following description, the side of the control key you need to press for each operation is indicated accordingly, e.g. ▲ for "press up on the control key".

The control key has a number of different functions:

With the handset in idle status (without a screensaver)

▼ Press briefly to open the handset directory.
Press and hold: to open the list of available online directories.

▲ Call up the menu to set the ringer volume (→ Page 100).

In the main menu, in submenus and lists

▲ / ▼ Scroll up/down line by line.

In input fields

Use the control key to move the cursor to the left ▲ or right ▼.

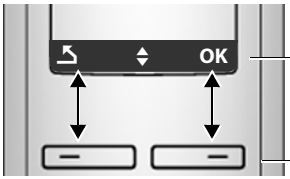
During an external call

▼ Press briefly to open the handset directory.

▲ Adjust the loudspeaker volume for earpiece and handsfree mode.

Display keys

The functions of the display keys change depending on the particular operating situation. Example:



Current display key functions are shown in the bottom display line.

Display keys

Important display keys:

Menu	Open a context-dependent menu.
OK	Confirm selection.
C	Delete key: deletes one character at a time from right to left.
	Go back one menu level or cancel operation.
→→	Open the redial list.

Keys on the keypad

[ ] / [ ] / [ ] etc.
Press the matching key on the handset.


Enter digits or letters.

Correcting incorrect entries

You can correct incorrect characters in the text by navigating to the incorrect entry using the control key. You can then:

- Press C to delete the character to the left of the cursor
- Insert characters to the left of the cursor
- Overwrite the (flashing) character when entering the time and date etc.

Menu guidance

Your telephone's functions are accessed using a menu that has a number of levels.

Main menu (first menu level)

▶ When the handset is in idle status, press Menu to open the main menu.

The main menu functions are shown on the display as a list with name and icon.

To access a function, i.e. to open the corresponding submenu (next menu level):

▶ Navigate to the function using the control key. Press the display key OK.

Submenus

The functions in the submenus are displayed as lists.

To access a function:

▶ Scroll to the function with the control key and press OK.

Or:

▶ Enter the corresponding digit combination (→ Page 35).

Briefly press the end call key once to return to the previous menu level/cancel the operation.

Reverting to idle status

You can revert to idle status from anywhere in the menu as follows:

- Press and **hold** the end call key.

Or:

- Do not press any key: after 2 minutes the display will **automatically** revert to idle status.

Any settings you have not confirmed by pressing OK will be discarded.

An example of the display in idle status is shown on **Page 27**.

Activating/deactivating the handset

With the phone in idle status, press and **hold** the end call key (confirmation tone) to switch off the handset.
Press and **hold** the end call key again to switch the handset on.

Activating/deactivating the keypad lock

The keypad lock prevents any inadvertent use of the phone.

Press and **hold** the hash key to activate or deactivate the keypad lock. You will hear the confirmation tone.

When the keypad lock is activated you will see the icon on the display and a message when you press a key.

The keypad lock deactivates automatically when you receive a call. It is reactivated when the call is finished.

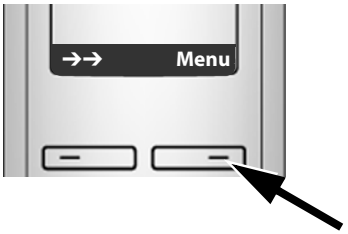
Illustration of operating steps in the user guide

The operating steps are shown in abbreviated form.

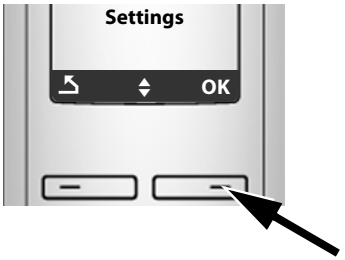
Example:

Menu ➔ **Settings** ➔ **Handset** ➔ **Auto Answer** (✓ = on)

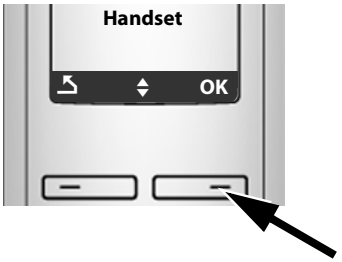
This illustration represents:



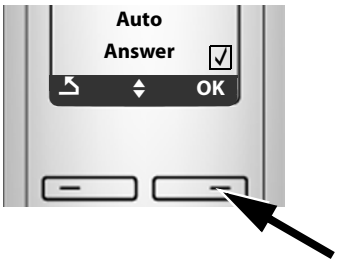
- Press the display key below Menu to open the main menu.



- Press down on the control key repeatedly until the **Settings** menu item appears on the display.
- Press the display key below OK to confirm your selection.



- Press down on the control key repeatedly until the **Handset** menu item appears on the display.
- Press the display key below OK to confirm your selection.



The **Auto Answer** menu item appears on the display.

- Press the key below OK to activate/deactivate the function. If the function is activated, this is indicated by ✓.

Menu trees

Phone menu

Open the main menu on your phone by clicking on the right display key Menu when the handset is in idle status. There are two ways to select a function:

Using number combinations ("shortcut")

- Enter the number combination that is in front of the function in the menu tree.
  Example: Menu 7 pqrs 3 def 2 abc for "Set handset language".

Scrolling through the menus

- Scroll to the function with the control key (press up or down) and press OK.

1 SMS

1-1	Write Message	→ Page 74				
1-2	Incoming	→ Page 76				
1-3	Outgoing	→ Page 75				
1-6	Settings	1-6-1	Service Centres	1-6-1-1	SMS centre # 1	→ Page 78
				:	:	
				1-6-1-4	SMS centre # 4	
		1-6-2	Status Report	→ Page 74		

3 Select Services

3-1	VoIP	3-1-6	For All Calls	3-1-6-1	Call Diversion	→ Page 58
				3-1-6-3	Call Waiting	→ Page 59
3-2	Fixed line	3-2-6	For All Calls	3-2-6-1	Call Diversion	→ Page 56
				3-2-6-3	Call Waiting	→ Page 56
3-3	All calls anonymous	→ Page 55				
3-4	Next call anonymous	→ Page 55				

4 Alarm Clock

4-1	Activation	→ Page 86
4-2	Wake up time	→ Page 86

5 Voice Mail

5-2	Set Key 1	Net AM: Fixed Line	→ Page 82
		Net AM: IP1	
		: : (dependent on the number of configured VoIP phone numbers and receive numbers on the handset)	
		Net AM: IP6	

7 Settings

7-1	Date/Time	→ Page 14			
7-2	Audio Settings	7-2-1	Call Volume	7-2-1-1	Earpiece Volume → Page 99
				7-2-1-2	Handsfree Volume
		7-2-2	Ringer Volume	→ Page 100	
		7-2-3	Ringer Melody	7-2-3-1	External Calls → Page 100
				7-2-3-2	Internal Calls
				7-2-3-3	Alarm Clock
		7-2-4	Advisory Tones	→ Page 101	
		7-2-5	Battery Low	7-2-5-1	Off → Page 101
				7-2-5-2	On
				7-2-5-3	During Call

7-3	Handset	7-3-1	Display	7-3-1-1	Screensaver	→ Page 96
		7-3-2	Language	→ Page 95		
		7-3-3	Auto Answer	→ Page 98		
		7-3-4	Register Handset	→ Page 87		
		7-3-5	Reset Handset	→ Page 101		
7-4	Base	7-4-1	Calls List Type	7-4-1-1	Missed Calls	→ Page 63
				7-4-1-2	All Calls	
		7-4-2	Music on hold	→ Page 104		
		7-4-3	System PIN	→ Page 102		
		7-4-4	Base Reset	→ Page 103		
		7-4-5	Additional Features	7-4-5-1	Repeater Mode	→ Page 104
				7-4-5-2	Access Code	→ Page 112
				7-4-5-4	Eco mode	→ Page 84
				7-4-5-5	Eco mode+	→ Page 84
		7-4-6	Local Network	7-4-6-1	Dynamic IP address	→ Page 108
				7-4-6-2	IP Address	
				7-4-6-3	Subnet Mask	
				7-4-6-4	DNS Server	
				7-4-6-5	Default Gateway	
		7-4-7	Telephony	7-4-7-1	Default Line Type	→ Page 104
				7-4-7-2	Connection Assistant	→ Page 106
				7-4-7-6	Fixed line	→ Page 112
				7-4-7-7	VoIP	→ Page 107
		7-4-8	Firmware Update	→ Page 105		

Web configurator menu

Home			→ Page 118
Settings	IP Configuration		→ Page 122
	Telephony	Connections	→ Page 125
		Audio	→ Page 136
		Number Assignment	→ Page 141
		Call Forwarding	→ Page 142
		Dialling Plans	→ Page 144
		Network Mailbox	→ Page 147
		Advanced Settings	→ Page 148
	Messaging	E-Mail	→ Page 154
	Messaging	Messenger	→ Page 152
		E-Mail	→ Page 154
	Services		→ Page 155
	Handsets		→ Page 157 and Page 158
	Miscellaneous		→ Page 161 to Page 163
Status	Device		→ Page 164

Making calls with VoIP and the fixed line network

Making an external call

External calls are calls made via the public telephone network (fixed line network) or via the Internet (VoIP). You generally decide which connection type you want to use for a specific call when you dial the number. You have the following options:

- Select the connection type with the Talk key [✆] (briefly press/press and hold [✆]), → Page 39.
- Select the connection type via the display key, by assigning VoIP or the fixed line network to your left display key, → Page 40.
- Select a special connection via its line suffix, → Page 39.

Please note

- You can conduct three separate external calls via your base station (using different handsets): two calls via VoIP and one via the fixed line network.
- You can define dialling plans for certain numbers or area codes by determining the connection and therefore the billing method to be used (cost control → Page 144) when these numbers are dialled.
- Dialling with the directory (→ Page 65), shortcut keys (→ Page 67) or redial list (→ Page 61) saves you from repeatedly keying in phone numbers. You can modify or add to these numbers on a call-to-call basis.
- If you use VoIP to make a call to the fixed line network, you may also have to dial the area code for local calls (depending on the VoIP provider). You can avoid having to dial your own area code by entering it into the configuration (→ Page 143) and activating the **Predial area code for local calls through VoIP** option (→ Page 143).

Use the talk key to select the type of connection and make the call

By briefly pressing or pressing and holding the talk key [✆], you can determine the type of connection for the call you want to make (fixed line network or VoIP).

Precondition: You enter the number without a line suffix (→ Page 39) and have not defined any dialling plans for this number (→ Page 144).

[keypad] [✆] Enter number (without suffix) or IP address and **briefly press/press and hold** the talk key.

A default line is established on your phone (fixed line network or VoIP → Page 104/Page 140).

- **Briefly** press the talk key [✆] if you want to make a call via this default line.
- Press and **hold** the talk key [✆] if you want to make the call via the other connection type.

If you have assigned a number of VoIP numbers to your phone, you can define which VoIP number (VoIP account) is used for external calls from each specific handset (handset send number, → Page 141).

Please note

- If you are using a GAP compatible handset other than the Gigaset handsets A58H, S67H, S68H, SL37H, S45 and C45, every call will be made via the standard connection, even if you press and hold the talk key.
- You have activated the **Automatic Fallback to Fixed Line** option with the Web configurator (→ Page 140):
  If the attempt to establish a connection via VoIP fails, an attempt is made automatically to establish the connection via the fixed line network.

Using the display key to select the type of connection and make the call

Precondition: Fxd.Ln. or IP is assigned to your handset's left display key (→ Page 98).

Fxd.Ln. / IP Press the display key to select the connection type.

/ Enter number or select from the directory.

/ Press the talk or handsfree key.

The number is dialled via the selected line type.

Exception:
If you have activated the "**Automatic Fallback to Fixed Line**" option (Web configurator, → Page 140) and the attempt to establish a connection via VoIP fails, an attempt is made automatically to establish the connection via the fixed line network.

Please note

If you have pressed the display key IP before dialling and ...

- ... dialled the number with suffix #1 to #6, your call will be made via the VoIP account assigned to the suffix. The number will not be dialled if the suffix is invalid (e.g. no VoIP connection assigned).
- ... dialled the number without a suffix or with the suffix #0, your call will be made via the handset's VoIP send number.

Do not enter a suffix if you have pressed the display key Fxd.Ln. prior to dialling. Otherwise the suffix will be dialled together with the number via the fixed line network. This may cause errors!

Selecting and dialling a connection via its line suffix

You can configure up to six VoIP numbers on your phone in addition to the fixed line network number and the Gigaset.net number. A (line) suffix is assigned to each number (line) of your phone:

- the fixed line network number has the suffix #0
- VoIP numbers have the suffixes #1 to #6 (→ Page 126)
- and the Gigaset.net number has the suffix #9

When dialling, you can use this line suffix to specify the connection via which you would like to call or be charged.


Enter the number of the party you wish to call.


Add the suffix of the connection (your phone number) from which the call is to be made and charged to.

Press the talk key.

The connection is always made via the line with the assigned suffix, regardless of whether you press the talk key **briefly** or press and **hold**.

Example

If you enter the number 1234567890#1 and press the talk key, the number 1234567890 will be dialled via the first VoIP connection in the configuration.

Please note

- If you specify a suffix for which no VoIP connection is configured in your base station, the VoIP status code 0x33 will be displayed. The number will not be dialled.
- You have activated the **Automatic Fallback to Fixed Line** option with the Web configurator (→ Page 140):
  If the attempt to establish a connection via VoIP fails, an attempt is made automatically to establish the connection via the fixed line network.

Entering an IP address (provider-dependent)

You can also dial an IP address instead of a phone number using VoIP.

- Press the star key to separate the sections of the IP address (e.g. 149*246*122*28).
- If necessary press the hash key to attach the SIP port number of the person you are calling to the IP address (e.g. 149*246*122*28#5060).

You **cannot** dial IP addresses using a line suffix.

If your VoIP provider does not support the choice of IP addresses, each part of the address will be interpreted as a normal phone number.

Cancelling the dialling operation

You can cancel the dialling operation with the end call key [☎].

Dialling emergency numbers – defining dialling plans

You can use the Web configurator to block certain numbers or to define which of your numbers (fixed line network, VoIP) should be used to call specific numbers (**Dialling Plans**, → Page 144).

If you enter a number that has a defined dialling plan, the call will be made via the line defined in the dialling plan – regardless of whether the talk key is pressed briefly or pressed and held. Any automatic area code will **not** be prefixed to the number.

Emergency numbers

Dialling plans for emergency numbers (e.g. the **local** police emergency number) are preset for certain countries. Emergency calls are then always made via the fixed line network.

You cannot delete or deactivate these dialling plans. However, you can change the connection through which each emergency number should be called (e.g. if the phone is not connected to the fixed line network). You must make sure, however, that the VoIP provider for the selected connection supports emergency numbers.

If your phone does not have default dialling plans for emergency numbers, you should define the plans yourself (→ Page 144). Assign them to a connection that you know supports emergency numbers. Calls to emergency numbers are always supported by fixed line networks.

Please note: If no dialling plans are defined for emergency numbers and you have programmed an automatic local area code (→ Page 143), the code will also be prefixed to emergency numbers as soon as they are dialled via a VoIP connection.

Please remember

Emergency numbers cannot be dialled if the keypad lock is activated. Before dialling, press **and hold** the hash key [# ⇧], to release the keypad lock.

Ending a call

[☎] Press the end call key.

Accepting a call

The handset indicates an incoming call in three ways: by ringing, by a display on the screen and by the flashing handsfree key [◄].

Please note

Only calls to receive numbers assigned to your handset will be signalled (→ **Page 141**). In particular:

- Calls made to a number that is not assigned to a handset as a receive number will not be signalled on any handset.
- If you have not assigned receive numbers to any of the handsets, calls to all connections will be signalled on all handsets.
- Calls to your IP address are always signalled on all handsets.

You can accept the call by:

- Pressing the talk key [✆].
- Pressing the handsfree key [◄].

If the handset is in the charging cradle and the **Auto Answer** function is activated (→ **Page 98**), the handset will automatically accept a call when you lift it out of the cradle.

To deactivate the ringer, press the Menu display key and select **Silent**. You can accept the call so long as it is displayed on the screen.

Please note

You can reject VoIP calls by pressing the end call key [☎]. The caller receives an appropriate message (provider-dependent).

Calling Line Identification

When you receive a call from the Internet, the caller's number or the name they have specified is displayed on the screen.

When you receive a call from the fixed line network, the caller's number and/or name is displayed on the screen if the following conditions are met:

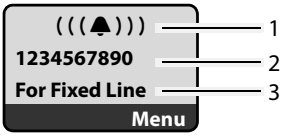
- Your fixed line network provider supports CLIP, CLI and CNIP:
  - CLI (Calling Line Identification): the caller's number is transmitted
  - CLIP (Calling Line Identification Presentation): the caller's number is displayed
  - CNIP (Calling Name Identification Presentation): the caller's name is displayed
- You have requested CLIP or CNIP from your network provider.
- The caller has requested CLI from the network provider.

If the phone number is identified and the caller's number is saved in your handset's local directory, the name will be displayed from the directory.

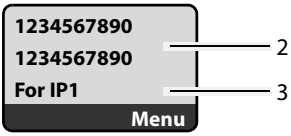
Call display

You can use the display to determine whether the call is for your fixed line network number or one of your VoIP numbers.

Calls to your fixed line number



Calls to one of your VoIP numbers



1 Ringer icon
2 Number or name of the caller if available
3 Receive number: indicates which of your phone numbers the caller has dialled. Assign the name when you are configuring the phone with the Web configurator (→ Page 127/ Page 134). For calls from Gigaset.net, **For Gigaset.net** is displayed.

Withholding calling line identification

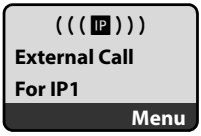
The number or name of the caller is not displayed in the following cases:

- The caller has activated the "anonymous calling" function.
- A caller from the fixed line network has not requested Calling Line Identification from the fixed line network provider.

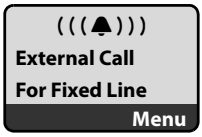
The following is displayed in place of the number:

- With a call to one of your VoIP phone numbers, the display is provider-dependent (examples):

or



- For a call to your fixed line network number:
  - If no number is transmitted:



  - If the caller has withheld Calling Line Identification:

  - If the caller has not arranged Calling Line Identification:

Screen display with CNIP (fixed line network)

Precondition: Call is made from a fixed line network connection to your fixed line network number.

If you have CNIP, then the name (town/city) that is registered with your network provider for the caller's number will **also** be displayed. If the caller's number is stored in your directory then the directory entry will be shown.

The display shows:

- **External Call**, if no number is transmitted.
- **Withheld**, if the caller has suppressed Calling Line Identification.
- **Unavailable**, if the caller has not arranged Calling Line Identification.

VoIP: Displaying the called party's phone number (COLP)

Preconditions:

- Your VoIP provider supports COLP (**Co**nnected **L**ine Identification **P**resentation). You may have to ask your provider to activate COLP (contact your VoIP provider for more information).
- The called party has not activated COLR (**Co**nnected **L**ine Identification **R**estriction).

For outgoing VoIP calls, the phone number of the connection on which the call is received is displayed on the handset.

The displayed number may differ from the number you have dialled. Examples:

- The called party has activated call forwarding.
- The call is answered by another connection within a PABX system.

If there is an entry in the directory for this phone number, the corresponding name will be displayed.

Please note

- The actual number of the connection you have reached (or the assigned name) will be displayed instead of the called number during toggling, conference calls and consultation calls.
- When the phone number is copied to the directory (Menu → **Copy to Directory**) and the redial list, the dialled number (not the displayed number) is copied.

Handsfree mode

In handsfree mode, instead of holding the handset to your ear you can put it down, for example on the table in front of you. This allows others to participate in the call.

Activating/deactivating handsfree mode

Activating while dialling

 Enter the number.

 **Briefly press/press and hold** the talk key, to select the connection type (→ Page 39).

- You should inform your caller before you use the handsfree function so that they know someone else is listening.

Switching between earpiece and handsfree mode

- Press the handsfree key to activate or deactivate handsfree mode during a call.

If you wish to place the handset in the charging cradle during a call:

- Press and hold the handsfree key while placing the handset in the charging cradle.
- If the handsfree key does not light up, press the key again.

For instructions on how to adjust the loudspeaker volume → Page 99.

Muting the handset

You can deactivate the microphone in your handset during an external call. Your caller will hear hold music, if activated (→ Page 104).

 Press the display key to mute the handset.

 Press the display or the end call key, to reactivate the microphone.

Deactivating your handset's microphone

You can deactivate your handset's microphone during an external call (including during a conference or when toggling). The other party cannot hear you, but you can still hear them.

Mute — Press the display key to mute the handset.
Your handset's microphone is deactivated. "**Microphone is switched off**" is shown in the display.

On — Press the display key to switch the microphone back on.

Please note the following:

The microphone is **automatically switched on** again in the following scenarios:

- If, during an external call (you have switched the microphone off), you establish a second connection, either by successfully connecting to an external/internal consultation call, the microphone is turned on. If you go back to the first party, the microphone remains **switched on**.
  (If you reject a waiting call or are unable to connect to a consultation call, the microphone remains switched off.)
- If you have switched off the microphone during toggling, it is switched on again for both connections as soon as you swap to the other party.
- If you have switched off the microphone during a conference call, the microphone is switched on again when you end the conference call by pressing Menu ➜ **End Conference** (toggle).

Making cost-effective calls

You can use your phone's cost control function for calls to fixed line or mobile phone networks. Open accounts with various VoIP providers who offer favourable rates for calls to other networks. In the phone configuration, define the cheapest VoIP connections (account), e.g. for specific regional, national and mobile network prefixes, to be used when calls are made (**Dialling Plans**, ➜ Page 144). Or define the VoIP connection to be used when dialling the number (➜ Dialling with line suffix, Page 39).

If you are using your fixed line network to make a call, choose a network provider that offers particularly favourable rates (call-by-call).

Displaying the call duration

The duration of each call appears in the display for calls made via a fixed line network and VoIP

- during the conversation,
- until about three seconds after the call has ended if you do not replace the handset in the charging cradle.

Please note

The actual duration of the call can vary from that shown by a few seconds.

VoIP telephony via Gigaset.net

You can use **Gigaset.net** to make free phone calls via the Internet **directly** to other Gigaset.net users, without having to set up an account with a VoIP provider or make any further settings. You simply have to connect your phone to the power supply and the Internet connection and, if necessary, enter yourself in the Gigaset.net online directory under a name of your choice (→ Page 50/Page 53).

Gigaset.net is a VoIP service provided by Gigaset Communications GmbH to which all users of a Gigaset VoIP device can subscribe.

You can call other subscribers to Gigaset.net **free of charge**, i.e. there are no telephone charges other than the costs for your Internet connection. Connections to/from other networks are not possible.

Every Gigaset VoIP device is assigned a Gigaset.net phone number by default (→ Page 173).

All registered subscribers are included in the Gigaset.net directory, which you are able to access.

You can use an echo service provided by the phone number **12341#9** (English) on Gigaset.net to test your VoIP connection.

After an announcement, the echo service immediately sends back the voice data received from you in the form of an echo.

Exclusion of liability

Gigaset.net is a voluntary service provided by Gigaset Communications GmbH with no liability or guarantee for the availability of the network. This service can be terminated at any time with a notice period of three months.

Please note

If you do not use your Gigaset.net connection for six weeks, it is automatically deactivated. You cannot be reached for calls from Gigaset.net.

The connection is reactivated:

- as soon as you start a search in the Gigaset.net directory or
- make a call via Gigaset.net (dial a number with #9 at the end) or
- activate the connection via the Web configurator (→ Page 135).

Opening the Gigaset.net directory

Your handset is in idle status.

Press and **hold**.

If necessary, select **Gigaset.net directory** from the list of available online directories and press OK.

Or:

- Open the directory with the button.
- Select the **Gigaset.net** directory entry and press the talk key. A connection to the Gigaset.net directory is established.

Please note

- The **Gigaset.net** directory entry is transferred to a handset when it is registered with the base station. Provided the handset can send and receive directory entries.
- Calls to the Gigaset.net directory are always **free of charge**.
- You can also open the Gigaset.net directory by dialling **1188#9** (phone number of the Gigaset.net directory) and pressing the talk key.

If no connection to the Gigaset.net directory can be established, an error message will be sent and the handset will go into idle status.

After opening the Gigaset.net directory for the first time

When opening the Gigaset.net directory for the first time you can use the Gigaset.net assistant to create an entry in the Gigaset.net directory for your phone.

You will see the following display:

- Press the display key Yes to start the assistant.

Please note

If you press No, the assistant will be cancelled. You can then create the entry later via the Gigaset.net directory (→ Page 53).

When the assistant has been started the following display will appear (example):

- Using the keypad, enter the name that you would like to be listed under in the Gigaset.net directory. The name may contain a maximum of 25 characters.
- Press the key below OK.

If there is already an entry under this name, you will receive a message to this effect and you will be asked to enter a name again: **Please choose another name.**

If an entry in the Gigaset.net directory is successful, the message **Name added to Gigaset.net** is displayed briefly.

You have not been able to enter a name ...

If the attempt to create the entry fails you can create it via the Gigaset.net directory ("**Entering, editing and deleting own entry**", → **Page 53**).

Searching for subscribers in the Gigaset.net directory

Once the connection has been established, you will be asked to enter a name that you want to search for.

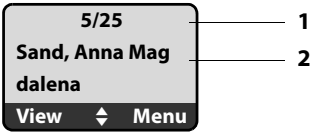
Nickname: Enter the name or part of a name (max. 25 characters).

Menu Press the display key.

Start search Select and press OK.

If the search has been successful, a hit list will be displayed of all the names that begin with the specified character string.

Example:



1. 5/25: Entry number/number of hits
2. Name of the entry, the name is displayed in full, if necessary over several lines

You can scroll through the hit list with .

If it has **not** been possible to find a **matching** entry, a corresponding message is displayed. You have the following options:

- Press the display key New to start a new search.

Or

▶ Press the display key Change to change the search criteria. The previously entered name is copied and can be edited.

If there are **too many matching** entries in the Gigaset.net directory, the message **Too many entries found** is displayed instead of a hit list.

▶ Press the display key Refine to start a refined search. The previously entered name is copied and can be edited/expanded.

Calling subscribers

Select the subscriber from the hit list.

Press the talk key.

Viewing the subscriber's number

Select the subscriber from the hit list.

View Press the display key.

The display shows the Gigaset.net number and the subscriber's name, whereby the name may appear over a couple of lines.

Example:

Please note

- Connections to Gigaset.net are always established via the Internet irrespective of which default line is set on your phone. Pressing and holding has no effect.
- You can open the Gigaset.net directory and establish connections, even if you have not entered yourself in the Gigaset.net directory.

Using other functions

Precondition: The hit list is displayed.

(select entry) ➜ Menu

The following functions can be selected with :

Copy to Directory

Copy the entry to the handset directory. The number and name (abbreviated if necessary, max. 16 characters) are copied to the directory.

▶ Edit and save entry where appropriate (➜ Page 66).

The hit list is displayed again.

Show number

Display the number of the entry.

▶ Press the display key OK to return to the hit list.

New search

Start a search with a new name (➜ Page 51).

Refine search

Start detailed search. The previously entered **Nickname** can be edited/ expanded and the search can be restarted (➜ Page 51).

Your name in Gigaset.net

➜ "Entering, editing and deleting own entry", Page 53.

Please note

If you select a Gigaset.net number from the local directory, the connection is automatically established via Gigaset.net (Internet).

Entering, editing and deleting own entry

You have the following options:

- Edit the name of your entry in the Gigaset.net directory
- Delete your entry from the Gigaset.net directory

Viewing own entry

▶ You are connected to the Gigaset.net directory:

Select Menu ➜ **Your name in Gigaset.net** and press OK.

Or:

▶ You are in a Gigaset.net hit list:

Select Menu ➜ **Own information** and press OK.

Your Gigaset.net number and, where applicable, your currently entered name are displayed.

Entering/editing a name

Edit — Press the display key.

 — Edit name or enter new name (max. 25 characters) and press OK.
You can delete the name with C.

If there is no existing entry with this name in the Gigaset.net directory, the name is saved. A message to this effect is displayed. The handset switches to idle status.

If there is an existing entry with this name, or the entered name contains impermissible characters, you will be requested to enter a different name.

Deleting your own entry from the Gigaset.net directory

Precondition: You are connected to the Gigaset.net directory:

Menu ➔ **Your name in Gigaset.net** / **Own information**
Select and press OK.

Edit — Press the display key.

C — Delete name and press OK.

Your entry is deleted from the directory. You are no longer "visible" to other Gigaset.net subscribers. However, you can still be reached via your Gigaset.net number.

Please note

For how to display your Gigaset.net number, please see **Page 173**.

Calling a Gigaset.net subscriber

You can call a Gigaset.net subscriber directly via the Gigaset.net directory (see above) or via their Gigaset.net number:

 — Enter the Gigaset.net number (including the #9) or select from the handset directory.

 — Press the talk key.

Every number ending with #9 is dialled via Gigaset.net.

Network services

Network services are functions made available by your fixed line network or VoIP provider.

Anonymous calling – withholding caller ID

Phone number identification can be withheld (CLIR = Calling Line Identification Restriction). Your phone number will not be displayed when making outgoing calls. You are calling anonymously.

Preconditions:

- For anonymous calls via your fixed line network connection you need to have requested the relevant service (feature) from your fixed line network provider.
- Anonymous calls are only possible via VoIP connections through providers that support the "anonymous calling" function. You may have to ask your VoIP provider to activate this function.

Activating/deactivating "anonymous calling" for all calls

Withholding caller ID can be activated/deactivated permanently for all your phone's connections (fixed line network and VoIP).

When this function is activated, the phone number will be withheld both for fixed line network calls and for calls via a VoIP connection. Withholding caller ID is activated for all registered handsets.

Menu ➜ **Select Services**

All calls anonymous

Select and press OK (✓ = on).

Activating/deactivating "anonymous calling" for the next call

You can activate/deactivate withholding caller ID for the next call.

Menu ➜ **Select Services** ➜ **Next call anonymous**

Yes / No Select and press OK.

Enter the phone number with the line suffix where applicable.

Send Press the display key. The phone number is dialled. If you have not specified a line suffix, the number will be dialled via the default line.

Further network services for fixed line networks

The following network services can only be used for making calls via the fixed line network. You will need to request them from your fixed line network provider.

▶ **If you require assistance, please contact your network provider.**

Settings for all calls

If you have completed one of the following procedures, a code is sent.

▶ After confirmation from the telephone network, press the end call key ☎.

You can set the following features:

General call forwarding (call diversion)

Menu ➔ **Select Services** ➔ **Fixed line** ➔ **For All Calls** ➔ **Call Diversion**

All Calls Select and press OK.

On Select and press OK.

If necessary, enter the number to which the call is to be forwarded. You can enter a fixed line, VoIP or mobile number.

OK Press the display key.

▶ Press the end call key ☎ after the announcement from the telephone network.

Call forwarding is only activated for your fixed line network number. Calls to your VoIP numbers are not forwarded. For information on how to forward calls to your VoIP numbers, ➔ **Page 58**.

Deactivating call forwarding (call diversion)

Menu ➔ **Select Services** ➔ **Fixed line** ➔ **For All Calls** ➔ **Call Diversion**

All Calls Select and press OK (✓ = on).

Off Select and press OK.

☎ Press and **hold** (idle status).

Call forwarding for fixed line network numbers is deactivated.

Activating/deactivating call waiting

If call waiting is activated, a caller on the fixed line network will hear the ringing tone if you are already conducting a phone conversation using your fixed line connection. This call is announced acoustically and visually on your handset screen.

Calls on the VoIP connection are not shown as call waiting. They are signalled on other registered handsets. If no other handset is available, the caller will hear the busy tone.

Menu ➔ **Select Services** ➔ **Fixed line** ➔ **For All Calls** ➔ **Call Waiting**

On / Off Select and press OK.

▶ Press the end call key ☎ after the announcement from the telephone network.

Please note

The setting does not affect the procedure for call waiting on the VoIP connection. For how to activate/deactivate call waiting for the VoIP connection, ➔ **Page 59**.

Functions during a call

Consultation call

During a call:

Menu ➔ **External Call**
Select and press OK.

Enter a number or copy it from the directory and press OK.

The number will be dialled via the fixed line connection.

Please note

After a few seconds, the number selected for a consultation call is saved in the redial list.

You have the following options:

- Conference call:
  - Talk to both participants: Menu ➔ **Conference Call**.
  - End call with both participants: press the end call key.

Further network services for VoIP

You can use the following network services to make calls via the VoIP connection.

Functions for the next call

You can withhold your fixed line network number for the next call (CLIR) provided your network provider supports the feature.

After the call, the setting is reset and your number is transmitted again.

Menu ➔ **Select Services** ➔ **VoIP** ➔ **Withhold Number**

Enter the number of the other caller.

OK Press the display key.

The number is always dialled via VoIP. If no suffix is entered, it is selected via the VoIP send number.

The setting is reset after this call, even if you call the dialled number again from the redial list.

Settings for all calls

General call forwarding (call diversion)

Precondition: The VoIP provider supports call forwarding.

Menu ➔ **Select Services** ➔ **VoIP** ➔ **For All Calls** ➔ **Call Diversion**

The display shows a list of configured and activated VoIP phone numbers and the Gigaset.net number of your telephone. Numbers for which call forwarding is activated are marked with ✓.

Select the phone number for which you want to activate or change call forwarding and press OK.

All Calls / No Answer / When Busy
Select and press OK (✓ = on).

On Select and press OK.

If necessary, enter the number to which the call is to be forwarded. You can state a fixed line network, VoIP or mobile number for forwarding calls from a VoIP number.
You must state another Gigaset.net number for call forwarding from your Gigaset.net number.

OK Press the display key.

Press and **hold** (idle status).

Call forwarding is activated for the selected phone number (receive number). This does not result in calls for the other VoIP numbers or your fixed network numbers being forwarded. For information on how to forward calls to your fixed network number, ➔ **Page 56**.

Deactivating call forwarding (call diversion)

Select the VoIP phone number for which you want to deactivate call forwarding and press OK.

All Calls / No Answer / When Busy
Select and press OK (✓ = on).

Off Select and press OK.

Press and **hold** (idle status).

Call forwarding is deactivated.

Please note

Forwarding VoIP phone numbers can result in additional costs. Please consult your VoIP provider.

Activating/deactivating call waiting

Precondition: Your phone will permit two parallel VoIP connections (see **Allow 1 VoIP call only**, → Page 137).

If call waiting is activated, a caller on one of your VoIP connections will hear the ringing tone if you are already on a call using this VoIP connection. This call is announced acoustically and visually on your handset screen.

Calls on the fixed line connection are not signalled as call waiting. They are signalled on other registered handsets to which the fixed line number has been allocated as a receive number. If no other handset is available, the caller will hear the busy tone.

For information on accepting/rejecting a waiting call, → Page 60.

Menu → **Select Services** → **VoIP** → **For All Calls** → **Call Waiting**

On / Off Select and press OK.

Press and **hold** (idle status).

Please note

The setting applies to all VoIP phone numbers. It does not affect the procedure for call waiting on the fixed line network. For how to activate/deactivate call waiting for the fixed line connection, → Page 56.

Functions during a call

Precondition: Your phone will permit two parallel VoIP connections (see **Allow 1 VoIP call only**, → Page 137).

Consultation call (external)

During an external call:

Menu → **External Call**

Select and press OK.

Enter the number (if necessary the suffix) or copy it from the directory.

Press the talk key.

The number is always dialled via VoIP. If no suffix is entered, it is selected via the handset's VoIP send number.

Please note

After a few seconds, the number selected for a consultation call is saved in the redial list.

If the participant does not answer:

▶ Press the display key End, to return to the waiting call.

If the participant answers, you have the following options:

◆ Toggling:
  ▶ Use ⊙ to swap between the participants.
  ▶ End call with active participant: Menu ➜ **End Active Call**.
  Press the end call key ☎, to end the current call. The participant who was previously waiting will automatically call you back.
◆ Conference call:
  ▶ Talk to both participants: Menu ➜ **Conference Call**.
  ▶ End conference call (toggle): Menu ➜ **End Conference**.
  ▶ End call with both participants: press the end call key ☎.
◆ Call transfer (provider-dependent):
  You can connect the two external participants.
  Preconditions:
  – You are toggling calls and you phoned the participant currently active yourself.
  – You have activated call forwarding via the Web configurator (➜ Page 149).
  Depending on the setting in the Web configurator (➜ Page 149):
  ▶ Press the end call key ☎.
  Or:
  ▶ Press the R key.
  If call forwarding was successful, a message will appear to this effect.
  The handset will then switch to idle.
  If call forwarding was not successful, the participant who was previously waiting will call you back.

Accepting a waiting call

Precondition: Call waiting is activated (➜ Page 59).

Menu ➜ **Accept Call Waiting**

You have the option of toggling or holding a conference call.

Please note

◆ If the first call was an internal call, the internal connection is ended.
◆ An internal, waiting call is shown on the display. You can neither accept the internal call nor reject it.
◆ If an SMS is received, you will hear a call waiting tone (without screen display).

Rejecting a waiting call

Menu ➜ **Reject Call Waiting**

The caller hears the busy tone.

Using lists

The options are:

- Redial list
- SMS list
- Calls list
- Network mailbox

Redial list

The redial list contains the ten numbers last dialled with the handset (max. 32 numbers). If one of the numbers is in the directory, the corresponding name will be displayed.

Dialling from the redial list

Press the key **briefly**.

Select entry.

Briefly press/press and hold the talk key. The number is dialled using the selected connection type (➜ Page 39).

Managing entries in the redial list

Press the key **briefly**.

Select entry.

Menu Open menu.

The following functions can be selected with :

Use Number
Edit or add to a saved number and then dial with **or** save as a new entry; to do so, press Menu ➜ **Copy to Directory** ➜ OK after the number appears on the display.

Copy to Directory
Copy an entry to the local directory (➜ Page 68).

Delete Entry
Delete selected entry.

Delete List
Delete complete list.

Opening lists with the message key

You can use the message key ✉ to open the following list selection:

- Calls list
- SMS list, → Page 76
- Network mailbox, → Page 83

  A separate list is displayed for each network mailbox.

  Precondition: Its number is saved in the base station, it is switched on (→ Page 147) and the corresponding VoIP/fixed line network number is assigned to the handset as a receive number.

An advisory tone sounds as soon as a **new message** arrives in a list. The ✉ key flashes (it goes off when the key is pressed). The message **You have new messages** appears in the display in **idle status**.

List selection

The lists displayed after pressing the message key ✉ depend on whether there are any new messages.

✉ **key does not flash (no new messages):** All lists are displayed. Select a list with ▲▼. To open, press OK.

✉ **key flashes (new messages received):** All the lists that contain new messages are displayed as well as the network mailbox lists, whose connection is assigned to the handset as a receive number (**Net AM Fixed Line**, **Net AM IP1**,...).

Incoming SMS message list

All received SMS messages are saved in the incoming message list, → Page 76.

Network mailbox lists

If you select a network mailbox list and press OK, you are connected directly to the network mailbox. For information on the network mailbox, → Page 83.

Calls list

The calls list contains the last 20 numbers, depending on the type of list set

- all calls
  - answered calls
  - unanswered calls
- missed calls
  - unanswered calls

In the list of missed calls, multiple calls from the same number will be stored once (the latest call). The number of calls from this number is shown in brackets after the entry.

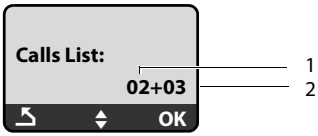
In the list of answered calls, multiple calls from the same number are stored several times.

Please note

- Only calls to the receive numbers assigned to your handset are stored in the calls list (→ Page 141).

  If no receive numbers are assigned, all calls will be stored in the calls list for all handsets.
- Missed calls are not stored in the calls list if they were taken on another phone registered with the same VoIP access data.

The calls list is displayed as follows:



1 Number of new entries
2 Number of old, read entries

Setting the calls list type

Menu → **Settings** → **Base** → **Calls List Type**

Missed Calls / All Calls

Select and press OK (✓ = on).

Press and **hold** (idle status).

The calls list entries are retained when you change the list type.

Opening the calls list

→ **Calls List 01+02**

Select and press OK.

Select entry.

The last incoming call is displayed in the **calls list**.

List entry

Example of a list entry:

- Status of entry

  New Call: new missed call.

  Old Call: entry already read.

  Call recv.: call answered (in list type **All Calls**).
- Entry number

  01/02 means e.g.: first new entry of a total of two new entries.

- Number or name of the caller (the number is always stored in the list with the area code)
- Call date and time (if set, → Page 95)

Managing entries in the calls list

Precondition:
You have opened the calls list and selected an entry.

Menu Press the display key.

The following functions can be selected with ▲▼:

Delete Entry
Delete selected entry.

Copy to Directory
Copying a displayed number to the directory.

Show Name
VoIP:
If a URI was received and stored for a VoIP call, this will be shown. The URI is dialled if you press the talk key ✆. The URI is not entered on the redial list.
Fixed line network: → "Displaying CNIP information", Page 64.

Show Connection
Display the name of the connection (fixed line network/VoIP account), for which the call was received.

Delete List
Delete complete list.

Displaying CNIP information

If you have CNIP, you can display the name and town/city that is registered with your network provider for this number.

You have selected a list entry.

Menu → **Show Name**

If the name and town are not shown, it means that the caller has not requested Calling Line Identification or that Calling Line Identification has been withheld.

Press OK to return to the list.

Selecting from the calls list

✉ → **Calls List 01+02**

▲▼ Select entry.

✆ Briefly press/press and hold the talk key. The number is dialled using the selected connection type (→ Page 39).

Using directories

The options are:

- the local handset directory
- where applicable, public online directories (country and provider-specific) → Page 69

Local handset directory

You can save up to 150 entries in your handset's local directory (number dependent on the number of individual entries).

You can create a personalised directory for your own individual handset. However, you can send the list or individual entries to other handsets → Page 68.

Please note

For quick access to a number from the directory (shortcut), you can assign the number to a key (→ Page 67).

In the **directory** you can save numbers and corresponding names.

▶ With the handset in idle status, open the directory by pressing the key.

Length of the entries

Number: max. 32 digits
Name: max. 16 characters

Please note

Some VoIP providers do not support local calls for calls to the fixed line network. In this case, always enter the fixed line number with the area code in your directory. Alternatively, you can also use the Web configurator to define an area code, which is automatically prefixed to all numbers that are dialled via VoIP without an area code (→ Page 143).

Saving the first number in the directory

Open the directory.

The display shows **Dir. empty New Entry?**.

OK Press the display key.

Enter the number and press OK.

Enter the name and press OK.

Storing a number in the directory

→ Menu → New Entry

Enter the number and press OK.

Enter the name and press OK.

Please note

- For information on how to enter IP addresses, → Page 41.
- If you want to dial a number using a certain line connection each time, you can add the relevant line suffix to the number in question (→ Page 39).
- You can use the Web configurator to save the directory to a file on your PC, where it can be edited and then sent back to the handset (→ Page 158). Or you can transfer Outlook contacts from the PC to the handset's directory.

Order of directory entries

The directory entries are usually sorted in alphabetical order. Spaces and digits take first priority. The sort order is as follows:

1 Space
2 Digits (0–9)
3 Letters (alphabetical)
4 Other characters

To work round the alphabetical order of the entries, insert a space or a digit in front of the name. These entries will then move to the beginning of the directory. Names that you have prefixed with a star will move to the end of the directory.

Selecting a directory entry

Open the directory.

You have the following options:

- Use to scroll through the entries until the required name is selected.
- Enter the first character of the name, if necessary scroll to the entry with the key.

Dialling with the directory

→ (Select entry).

Briefly press/press and hold the talk key. The number is dialled using the selected connection type (→ Page 39).

Please note

You can only dial IP addresses via VoIP.

Managing directory entries

(Select entry) ➜ (Select entry).

Editing entries

Menu ➜ **Edit Entry**

Edit the number if required, and press OK.

Edit the name if required, and press OK.

Using other functions

Menu Press the display key.

The following functions can be selected with :

Use Number
Edit or add to a saved number and then dial with **or** save as a new entry; to do so, press Menu ➜ **Copy to Directory** ➜ OK after the number appears on the display.

Delete Entry
Delete selected entry.

Send Entry
Send a single entry to a handset (➜ Page 68).

Delete List
Delete **all** directory entries.

Send List
Send complete list to a handset (➜ Page 68).

Shortcut
Assign the phone number of the current entry to a number key as a shortcut (shortcut key).

Using shortcut keys

You can assign phone numbers from the local directory to number keys on your handset (➜ Shortcut, Page 67). Number keys to which phone numbers are assigned are known as shortcut keys.

▶ Press and **hold** the required shortcut key.

If there is a valid line suffix at the end of the number in the directory (e.g.: #1), the number will be dialled via the line belonging to the suffix (➜ Page 126).

If no suffix is entered, the number will be dialled via the default line. Exception: A dialling plan has been defined for the number (➜ Page 144).

Transferring the directory to another handset

Preconditions:

- The sending and receiving handsets must both be registered to the same base station.
- The other handset and the base station can send and receive directory entries.

(Select entry) ➜ Menu (Open menu) ➜ **Send Entry / Send List**

Select the internal number of the receiving handset and press OK.

Successful transmission is acknowledged with the message **Entry copied.** You can transfer several individual entries one after the other by responding to the **Next entry?** prompt with OK.

Please note:

- Entries with identical numbers are not overwritten on the receiving handset.
- The transfer is cancelled if the phone rings or if the memory of the receiving handset is full.

Copying a displayed number to the directory

You can copy numbers displayed in a list, e.g. the calls list or redial list, to the directory.

If you have CNIP, the first 16 characters of the transmitted name are copied to the **Enter name** line.

A number is displayed:

Menu ➜ **Copy to Directory**

▶ Complete the entry, ➜ **Page 66**.

Copying a number from the directory

There are many operating situations in which you can open the directory, e.g. to copy a number. Your handset need not be in idle status.

Open the directory.

Select entry.

Menu Press the display key.

Select function with .

Using public online directories

You can use public online directories (= online directories and classified directories, e.g. "Yellow Pages") depending on your provider.

You can define which public online directories you wish to use via the Web configurator (→ Page 156).

Exclusion of liability

Gigaset Communications GmbH assumes no guarantee or liability for the availability of this service. The service may be discontinued at any time.

Opening an online/classified directory

Precondition: The handset is in idle status.

You will find the entries for online directories (e.g. **Online Directory**) in the local directories of the registered handsets. You can use these entries to access the online directories assigned to your handset (→ Page 156). These entries appear at the top of the directory.

- Open the directory with the button.
- Select an entry from the online directory/classified directory and press the talk key.

A connection to the online directory is established.

Please note

You can establish a connection to your provider's online directory by dialling **1#91**:

- When the handset is in idle status, dial **1#91** and then press the talk key.
- To establish a connection to the classified directory, dial **2#91**.
- To establish a connection to the Gigaset.net directory, dial **1188#9**.

Searching for an entry

Precondition: You have opened the online directory/classified directory.

There are two types of online directories:

- Online directories that only allow you to search by name (e.g. online classified directories).

  Once the connection is established, you will be prompted to enter a name immediately. The display shows **Surname:**.

  - Enter the name/trade sector (see below.).
- Online directories that allow you to search for names and numbers.
  - Select **Search by Name** / **Search by Number** with and press OK.
  - Enter the name or number (see below).

Entering the name/trade sector you are searching for

Surname: (online directory) / **Categor./Name:** (classified directory)
Enter the name or part of a name (max. 32 characters) and press OK.

City: Enter the name of the town in which the subscriber you are searching for lives.
If you have already conducted a search, the name of the town last entered will be displayed.
Confirm name with OK.
Or
Delete name with C, enter a new name and press OK.

The search is started.

You must complete the **Surname:**, **Categor./Name:** and **City:** fields. For information on entering text → Page 179.

If several towns/cities are listed with the same name, **More than one city found. Select city?** is displayed:

OK Press the display key.

Select the town. View allows you to view detailed information about the entry.

OK Press the display key to continue the search.

If the town/city entered is not found or if no corresponding subscriber is listed for the town/city, a message to this effect is displayed. You have the following options:

- Press the display key New to start a new search.

Or

- Press the display key Change to change the search criteria. The stated name and town are adopted and can be changed.

If the hit list is too large (more than 99 hits), no hits are displayed. A message to this effect is displayed. You have the following options:

- Press the display key Refine to start a refined search (→ Page 72).

Or

- Press the display key View. The hit list is displayed (→ Search result (hit list), Page 71).

Entering the number you are searching for

Number: Enter the number (max. 32 characters) and press OK.

OK Launch the search.

If the number is not found:

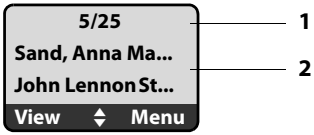
- Press the display key New to start a new search.

Or

- Press the display key Change, to correct the entered number.

Search result (hit list)

The search result is shown as a list on the display. Example:



1. 5/25: Entry number/number of hits
2. Two lines containing the name, industry sector or address of the participant (shortened if necessary)

You have the following options:

- You can scroll through the hit list with .
- Press the display key View. Displays the unabridged details of the entry (name, trade sector where applicable, address, telephone numbers). You can scroll through the hit list with .

You have the following additional options via Menu:

New search Start a new search.

Refine search

Refine search criteria and restrict list (→ Page 72).

Copy to Directory

Copy the number and name of the entry to the handset's local directory (→ Page 68). If the entry contains several numbers, a directory entry is created for each number. The surname and first name of the entry are copied to the directory name field (shortened if necessary, a maximum of 16 characters are transferred).

Calling participants

Precondition: A hit list is displayed or you have opened the detailed view of an entry (View display key).

- Press the talk key , to call the participant.

If the entry only contains one phone number, this is the one that is dialled.

If the entry contains several phone numbers (e.g. fixed line network and mobile numbers), a list of numbers is displayed.

- Select the number with and press the talk key again.

Starting a detailed search

You can use the search options available in the detailed search (first name and/or street) to limit the number of hits returned by a previous search.

Precondition: A search result is displayed (hit list with multiple entries or a message indicating too many hits).

Refine Press the display key.

Or

Menu ➔ **Refine search**
Select and press OK.

The search criteria from the previous search are adopted and entered in the corresponding fields.

Surname: (online directory) / **Categor./Name:** (classified directory)
If necessary, change the name/trade sector or extend the partial name and press OK.

Street: If necessary, enter the street name (max. 32 digits) and press OK.

City: If necessary, change the name of the town and press OK.

First name: (only in the online directory)
If necessary, enter the first name (max. 32 characters).

OK Start detailed search.

Please note

The order in which the search criteria are displayed can be changed according to the directory.

SMS (text messages)

Your device is delivered ready to send SMS messages as soon as the phone is connected to the fixed line network. If you do not specify any settings the SMS messages are sent via the fixed line network.

Preconditions:

- Calling Line Identification is enabled.
- Your fixed line network/VoIP provider supports the SMS service (information on this is available from your network provider).
- You are registered with your SMS service provider to send and receive SMS messages.

SMS messages are exchanged between SMS centres operated by service providers. You must enter the SMS centre through which you wish to send and receive SMS messages into your phone. You can receive SMS messages from **every** SMS centre that is entered (maximum of four), provided you have registered with your service provider. Generally, all you have to do is send one SMS via the service provider SMS centre.

Your SMS messages are sent via the **SMS centre** that is entered as the active **send service centre**. However, you can activate any other SMS centre as the active send service centre to send a current message (→ Page 78).

Along with the SMS send centre settings, you specify via which of your connections (fixed line network, VoIP) SMS messages are to be sent (→ Page 78).

You can receive SMS messages via each of your fixed line network and VoIP connections.

If no SMS service centre is entered, the SMS menu only contains the entry **Settings**. Enter an SMS Service Centre (→ Page 78).

Information on writing an SMS can be found in the appendix (→ Page 179).
An SMS may contain up to 160 characters.

Please note:

- Each incoming SMS is signalled by a single ring (ringer as for external calls). If you accept such a "call", the SMS will be lost. To prevent this ring, suppress the first ringer for all external calls (→ Page 79).
- If your phone is connected to a PABX, → Page 79.

Writing/sending an SMS

Menu ➜ **SMS** ➜ **Write Message**

Write an SMS. For how to enter text, ➜ **Page 179**.

Menu ➜ **Send Text**

Select and press OK.

/

Enter the number with area code (including your local area code) from the directory or key it in manually, and press OK.
The SMS is sent.

Please note

- If you are interrupted by an external call while writing an SMS, the text is automatically saved in the draft message list. The handset switches to idle status.
- You cannot open the SMS menu while the **SMS** menu is open on another handset registered on the base station. Error tone sounds after Menu ➜ **SMS** ➜ OK.
- If the memory is full the process is cancelled. An appropriate message appears in the display. Delete SMS messages you no longer require.

SMS status report

Precondition: Your service provider supports this feature.

If you have activated the status report, you will receive an SMS with a confirmation message after sending.

Activating/deactivating a status report

Menu ➜ **SMS** ➜ **Settings**

Status Report

Select and press OK (✓ = on).

Reading/deleting a status report

▶ Open the incoming message list (➜ **Page 76**) and then:

Select SMS with the status **State OK** or **State NOK**.

Menu ➜ **Read SMS / Delete Entry**

Select and press OK.

Draft message list

You can save an SMS in the draft message list, and edit and send it later.

Saving an SMS in the draft message list

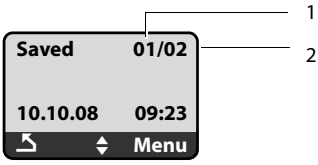
Writing an SMS (→ Page 74).

Menu → **Save Text**

Opening the draft message list

Menu → **SMS** → **Outgoing**

The first entry in the list is displayed, e.g.:



1 Current number
2 Total number of SMS in the draft message list

Reading or deleting individual SMS messages

▶ Opening draft message list.

Select SMS.

Menu → **Read SMS**
Select and press OK to read the SMS. Scroll through the SMS using .

Or:

Menu → **Delete Entry**
Select and press OK to delete the SMS.

Writing/editing an SMS

You are reading an SMS in the draft message list.

Menu Press the display key.

You have the following options:

Write Message
Write and then send or save a new SMS.

Use text
Edit the text of the stored SMS and then send it.

Deleting draft message list

▶ Open the draft message list.

Menu → **Delete List**
Select and press OK.

OK Press the display key to confirm the delete. The list is cleared.

Press and **hold** (idle status).

Receiving an SMS

All SMS messages received are stored in an incoming message list, regardless of the number to which they are addressed. Since an SMS remains in the list even after it has been read, you should **regularly delete SMS messages from the list** (→ Page 77).

Incoming message list

The incoming message list contains:

- All received SMS messages, starting with the latest.
- SMS messages that could not be sent due to an error.

New SMS messages are signalled on all Gigaset A58H handsets by a message in the display, the flashing message key ✉ and an advisory tone.

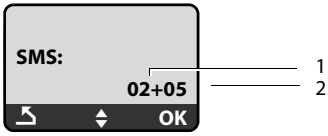
Please note

Every SMS addressed to one of your numbers (VoIP or fixed line network) is displayed on all registered handsets with SMS functionality, even if the phone number addressed is not assigned to the handset as a receive number.

Opening the incoming message list with the ✉ key

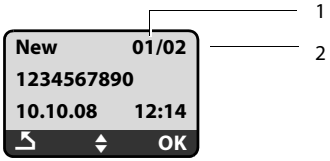
✉ Press.

The incoming message list is displayed as follows (example):



1 Number of new entries
2 Number of old, read entries

An entry in the list is displayed as follows:



1 Current number of SMS currently displayed
2 Total number of new SMS

Opening the incoming message list via the SMS menu

Menu → SMS → Incoming

Reading or deleting individual SMS messages

▶ Open the incoming message list.

Select SMS.

Menu ➜ **Read SMS**
Select and press OK to read the SMS. Scroll through the SMS using . After you have read a new SMS, its status turns to "old".

Or:

Menu ➜ **Delete Entry**
Select and press OK to delete the SMS.

Deleting the incoming message list

All **new and old** SMS messages in the list are deleted.

▶ Open the incoming message list.

Menu ➜ **Delete List**
Select and press OK.

OK Press the display key to confirm the delete. The list is cleared.

Replying to or forwarding text messages

You are reading an SMS.

Menu Press the display key.

You have the following options:

Reply
Write and send a reply SMS directly (➜ Page 74).

Use text
Edit the text of the SMS and then send it.

Send Text
Forward the text of an SMS to another recipient.

Changing the character set

You are reading an SMS.

The SMS contains symbols and has probably been created with a foreign character set.

Menu Press the display key.

Character Set
Text is shown in the selected character set.

After closing the SMS, the settings are reset.

Adding the number of the message sender to the directory

You are reading an SMS in the incoming message list.

▶ Press the display key Menu.

▶ Complete the entry, ➜ Page 66.

Setting SMS centres

Entering/editing an SMS centre number

Before applying...

...and **before deleting** preset numbers you should find out about the services and special functions offered by your service provider.

Menu ➜ **SMS** ➜ **Settings** ➜ **Service Centres**

SMS centre # 1 / SMS centre # 2 / SMS centre # 3 / SMS centre # 4
Select the SMS centre and press OK.

SMS Select and press OK.

Enter and change the SMS centre number and press OK.

Press and **hold** (idle status).

Activating the SMS centre as the send centre; determining the line for sending

The default setting for your phone is that SMS messages are sent via your fixed line network connection.

Menu ➜ **SMS** ➜ **Settings** ➜ **Service Centres**

SMS centre # 1 / SMS centre # 2 / SMS centre # 3 / SMS centre # 4
Select the SMS centre and press OK.

Activating the SMS centre as the send centre

Active Send Srvc. Cent.
Select and press OK, to activate the SMS centre (✓ = on).

If a different SMS centre was active previously, then this will be deactivated. With SMS centres 2, 3 and 4, the setting only applies to the next SMS. After that, the setting returns to **SMS centre # 1**.

Determining the line for sending

Line for sending SMS
Select and press OK.

Fixed Line / IP1/ ... / IP6
Select the connection via which the SMS messages are to be sent and press OK (✓ = on). You can select from your fixed line network connection and all VoIP connections that you have configured. The standard names for the connections are displayed.

Press and **hold** (idle status).

If you have selected a VoIP connection and the attempt to transmit the SMS messages fails, the SMS with error status is stored in the incoming message list. Even if you have activated the **Automatic Fallback to Fixed Line** option (➜ Page 140), your telephone will not attempt to send the SMS via the fixed line network.

SMS on a PABX

- You can only receive an SMS when the **Calling Line Identification** is **forwarded** to the extension of the PABX **(CLIP)**. The CLIP evaluation of the phone number for the SMS centre takes place in your **Gigaset**.
- Depending on your PABX, you may have to add the access code (external line prefix) before the number of the SMS centre.

  If in doubt, test your PABX, e.g. by sending an SMS to your own number: once with and once without the access code.
- When you send SMS messages, your sender number may be sent without your extension number. In this case the recipient cannot reply to you directly.

Sending and receiving SMS messages **on ISDN PABXs** is only possible via the MSN number assigned to your base station.

Activating/deactivating first ringer muting

Menu Press the display key.

7 pqrs 4 ghi 9 wxyz 1 9 wxyz
Press keys.

0 + OK Make the first ring audible.

Or:

1 OK Mute the first ring.

Activating/deactivating SMS function

If you deactivate the SMS function, you cannot send or receive any SMS messages with your phone.

The settings you have made for sending and receiving SMS messages (e.g. the numbers of the SMS centres) and the entries in the incoming and draft message lists are saved even after deactivation.

Menu Press the display key.

7 pqrs 4 ghi 9 wxyz 2 abc 6 mno
Enter the digits.

0 + OK Deactivate SMS function.

Or:

1 OK Activate SMS function (default setting).

SMS troubleshooting

Error codes when sending

E0	Calling Line Identification (CLIR) is permanently withheld or has not been enabled.
FE	Error occurred during SMS transmission.
FD	Connection to SMS centre failed, ➜ "**Self-help with errors**".

Self-help with errors

The following table lists error situations and possible causes and provides notes on troubleshooting.

You cannot send messages. 1. SMS transmission has been interrupted (e.g. by a call). ▸ Re-send the SMS. 2. Feature is **not** supported by the VoIP/fixed line network provider. 3. No number or an invalid number is entered for the SMS centre set as the active send service centre. ▸ Enter the number (➜ **Page 78**). 4. You have not requested/enabled the Calling Line Identification Presentation (CLIP) feature. ▸ Ask your provider to enable this feature.
You receive an incomplete SMS. 1. Your phone's memory is full. ▸ Delete old SMS messages (➜ **Page 77**). 2. The SMS provider has not yet sent the rest of the message.
You have stopped receiving SMS messages. All calls are forwarded if **All Calls** is activated for the addressed line (fixed line network/VoIP number) or if **"immediately"** is activated for the network mailbox. ▸ Change the call forwarding.
The SMS is played back. 1. The "display call number" feature is not activated. ▸ Ask your provider to enable this feature (there is a charge for this). 2. Your mobile phone operator and SMS service provider have not agreed on a cooperation. ▸ Obtain information from your SMS service provider. 3. Your phone has been recorded by your SMS provider as having no SMS functionality, i.e. you are no longer registered with the provider. ▸ To reregister your phone, send an SMS via the SMS centre of the SMS service provider.

Using the network mailbox

Some fixed network providers and VoIP providers offer answering machines on the network – these are known as network mailboxes.

Each network mailbox accepts incoming calls made via the corresponding line (fixed line network or corresponding VoIP phone number). To record all calls, you should therefore set up network mailboxes for both the fixed line network and for each of your VoIP connections.

You can activate/deactivate the network mailboxes for your VoIP connections using the Web configurator. To do this, you only require the phone number of the network mailbox.

For information on how to activate/deactivate network mailboxes via the Web configurator and to edit their assigned numbers where necessary, → Page 147.

You need to have **requested** the network mailbox for your fixed line network connection from your fixed line network provider. You can store the phone number for the fixed line network mailbox in the Web configurator on the base station (→ Page 147).

You cannot activate/deactivate the network mailbox for the fixed line network connection via the Web configurator. For how to activate/deactivate the network mailbox for the fixed line network connection please refer to the fixed line network provider's information.

Please note

- For many VoIP network mailboxes, the phone number is automatically saved on the base station when the general VoIP provider data is downloaded.
- If you have registered a Gigaset C47H, S67H or S68H handset to your base station, you can also enter and activate the network mailbox via this handset. For further information on this, read the user guide for the Gigaset C470 IP or S675 IP on the Internet.

Configuring the network mailbox for fast access

With fast access you can dial a network mailbox directly.

Assigning key 1 of the handset, changing assignments

The setting for fast access is handset-specific. You can assign a different mailbox to key 1 on each registered handset.

No mailbox is preconfigured for fast access in the default settings.

Preconditions:

- At least one receive number is assigned to the handset.
- The corresponding network mailbox has been entered and activated for at least one of the receive numbers on the handset.

1 Fast access has not yet been set on the handset:
Press and hold key 1.

Or:

Menu ➜ **Voice Mail** ➜ **Set Key 1**
Select and press OK.

Select network mailbox and press OK (☑ = on).

The selection includes the network mailboxes that belong to a VoIP/fixed line network connection and whose phone number is assigned to the handset as a receive number. **Net AM: xxx** are displayed, where xxx is replaced by the respective standard name of the connection (**IP1** to **IP6**, **Fixed Line**).

If a number has already been saved to the base station for the selected network mailbox, fast access is activated.

Press and **hold** (idle status).

If no number has been saved for the network mailbox the message **Not possible!** is displayed. You then have to first enter the mailbox number using the Web configurator (➜ Page 147).

Please note

You can only assign fast access to one mailbox.

However, you can also call the network mailbox assigned to a handset's receive numbers directly via the message key (➜ Page 83).

Calling the network mailbox and listening to messages

1 Press and **hold**.

If you have set a network mailbox for fast access you will be connected directly to this network mailbox (external call).

If necessary, press the handsfree key.

You will hear the answering machine announcement.

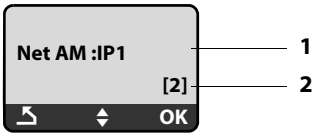
Listening to messages on the network mailbox

Under the message key ✉ you will find a list for each network mailbox that fulfils the following requirements:

- The corresponding connection is allocated to the handset as a receive number.
- The network mailbox phone number is saved on the base station.
- The network mailbox is switched on (activated, → Page 147).

You can use the list to call the network mailbox directly and listen to the messages.

When you press the message key ✉, the following is displayed (example):



1 Network mailbox name. **Net AM IP1, ..., Net AM IP6** or **Net AM Fixed Line** is displayed. **IP1 ...** are the standard names of the corresponding connections. The default names are always displayed irrespective of which connection name you specified when configuring via the Web configurator.
2 The number of new messages is displayed (**2** = two new messages). If there are no new messages, **(0)** is displayed. The number of messages stored in the network mailbox is not displayed.

Displaying new messages on the handset

If there is a new message on one of the network mailboxes that is assigned to the handset via its receive number, the message key ✉ flashes.

Calling the network mailbox and checking messages

✉ Press the message key.

Net AM Fixed Line / Net AM IP1 / ... / Net AM IP6
Select the network mailbox and press OK.

You are connected directly to the network mailbox (external call) and hear its announcement.

Please note

- The network mailbox is automatically called via the corresponding connection. An automatic area code specific to your phone is **not** prefixed.
- After the call, the number of new messages on the handset returns to **(0)**, even if you have not listened to all or any of the new messages.

Messages can generally be played back using your handset keypad (digit codes). Listen to the announcement.

For VoIP, you need to define how the digit codes are to be converted to DTMF signals and transmitted. This setting should be made via the Web configurator → Page 148.

Ask your VoIP provider which type of DTMF transmission it supports.

ECO DECT: Reducing the power consumption and transmission power of the base station

The base station of your phone is an ECO DECT base station, this means that:

- The base station and the charging cradle use less power because they are equipped with a power-saving mains adaptor.
- The reduction of the handset's transmission power is dependent on the handset's proximity to the base station.
- The base station can also be switched to **Eco mode** / **Eco mode+**.
  Eco mode reduces the transmission power and the power consumption of the base station further.

  You have the following setting options:

  – **Eco mode**
  80% reduction of the transmission power in standby mode and when making calls. **Eco mode** is particularly ideal when the handset(s) and the base station are close together, e.g. when the phone is being used in an office.

  – **Eco mode+**
  100% deactivation of transmission power in standby mode, i.e. the radio signal is switched off when you are **not** making a call and are not carrying out settings to the base station with a handset.
  Full transmission power is available when making calls.

  The setting can be made on the handset.

Activating/deactivating Eco mode / Eco mode+

Menu ➜ **Settings** ➜ **Base** ➜ **Additional Features**

Eco mode / Eco mode+

Select and press OK (✓ = on).

Signal displays

Screen icon	Signal strength:
(flashes)	– good to poor – no signal
	Eco mode+ enabled A short while after the **Eco mode+** is activated, the icon replaces **the** signal strength icon in the top left-hand corner of the handset in idle display mode.

Please note

- With **Eco mode+** enabled, dial a phone number to check access to the base station. You will hear the ringing tone if the base station can be reached. The signal strength icon will be displayed.
- When **Eco mode+** is enabled:
  call setup will be delayed by approx. 2 seconds.
  handset standby time will be reduced by approx. 50%.
- Registering handsets that do not support **Eco mode+** will cause the mode to be deactivated.
- Activating **Eco mode** reduces the range of the base station.
- **Eco mode / Eco mode+** and repeater support (➜ Page 104) cancel each other out, i.e. both functions cannot be used at the same time.

Setting the alarm clock

Precondition: The date and time have already been set (→ Page 14).

Activating/deactivating the alarm clock

Menu → **Alarm Clock**

Activation Select and press OK (✓ = on).

After you activate the alarm clock, the menu for setting the wake-up time opens automatically.

If necessary, enter the wake-up time in 4 digits (hours and minutes) and press OK.

Press and **hold** (idle status).

If the alarm clock is set, the wake-up time appears with the ⏰ icon in the display instead of the date.

Changing the wake-up time

Menu → **Alarm Clock** → **Wake up time**

Enter the 4-digit wake-up time (in hours and minutes) and then press OK.

Press and **hold** (idle status).

When the alarm clock rings…

A wake-up call with the selected ringer melody is signalled on the handset (→ Page 100). The wake-up call lasts for a maximum of 5 minutes. If no key is pressed, the wake-up call is repeated twice at five minute intervals and then turned off for 24 hours.

During a call, the wake-up call is only signalled by a short tone.

Alarm repeated after 5 minutes (snooze mode)

Snooze Press the display key or any other key (apart from the left display key).

If you press Snooze three times, the alarm clock switches off for 24 hours.

Turning off the alarm clock for 24 hours

Off Press the display key.

Using several handsets

Registering handsets

You can register up to six handsets to your base station.

When you register a new Gigaset handset, the base station transfers the corresponding entries to its local directory to enable you to use online directories on your new handset.

- Select **Online Directory** (➜ Page 69) for the public net directory.
- Select **Yellow Pages** (➜ Page 69) for the classified directory.
- Select **Gigaset.net** for the Gigaset.net directory (➜ Page 51).

Precondition: The handset can send and receive directory entries (see handset user guide).

Successful registration is acknowledged with the message **Data Transfer x entries rec** for this reason.

Please note

- If several handsets are registered on your base station, you can simultaneously make two calls via the Internet and one via the fixed line network. Up to two additional internal connections are also possible.
- Selecting the type of connection via the talk key (➜ Page 39) is not supported on GAP handsets, i.e. if you enter a phone number without a line suffix and without defining a dialling plan for the phone number it will be dialled via the default line (➜ Page 104).
- After registration, all the phone numbers for the phone will be assigned to the handset as receive numbers. It will use the fixed line network number and the first VoIP number in the configuration as send numbers.
  For how to change the assignments, ➜ Page 141.

Registering another Gigaset A58H handset on the Gigaset A580 IP

Before you can use your handset, you must register it to the base station.

You must initiate handset registration on the handset and on the base station.

The handset will return to idle status if registration was successful. The handset's internal name is shown in the display, e.g. **INT 1**. If it does not appear, repeat the procedure. Registration can take up to one minute.

- **On the handset:**
  Select Menu ➜ **Settings** ➜ **Handset** ➜ **Register Handset** and press OK.
- Enter the system PIN of the base station (the default is 0000) and press OK.
  Handset is registering flashes on the display.
- Within the next 60 seconds press and **hold** (for approx. 3 seconds) the registration/paging key (➜ Page 2) **on the base station**.

The handset is assigned the lowest available internal number (1-6). The internal number appears in the display after registration, e.g. **INT 2**. This means that the internal number 2 has been assigned to the handset.

Please note

If six handsets are already registered to the base station, there are two options:

- The handset with the internal number 6 is in idle status: the handset you wish to register is assigned the number 6. The handset that was previously number 6 is de-registered.
- The handset with the internal number 6 is being used: the handset you wish to register cannot be registered.

Registering other handsets on the Gigaset A580 IP

You can register other Gigaset handsets and handsets for other devices with GAP functionality as follows.

- Start the registration procedure **on the handset** in accordance with the handset's operating instructions.
- Press and hold (for approx. 3 seconds) the registration/paging key (➜ Page 2) **on the base station**.

De-registering handsets

You can de-register any registered handset from any registered Gigaset A58H handset.

Open list of internal participants.
The handset which you are using is marked with <.

Select the handset to be de-registered.

Menu Press the display key.

De-register Handset
Select and press OK.

Enter the current system PIN of the base station (the default is 0000) and press OK.

De-register handset?
Press OK, to confirm the prompt.

Press and **hold** (idle status).

The handset is de-registered immediately, even if it is not in idle status.

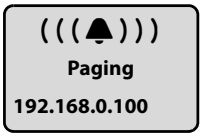
Locating a handset ("paging")

You can locate your handset using the base station.

- **Briefly** press the registration/paging key on the base station (→ Page 2).
  All handsets will ring at the same time ("paging"), even if ringers are switched off.

The current (local) IP address for the base station appears in the handset displays.

Example:



Ending paging

- **Briefly** press the registration/paging key on the base station (→ Page 2).

Or

- Press the talk key or end call key on any handset.

Or

- Do not press any key on the base station or handset:
  After approx. 30 seconds, the paging call will end **automatically**.

Please note

- An incoming external call will not interrupt the paging process.
- If there is an internal connection between the two handsets, paging is not possible.

Changing a handset's internal number

A handset is **automatically** assigned the lowest free number when it is registered. In the list of internal participants, the handsets are sorted according to their internal number.

You can change the internal number of all registered handsets (1–6). The numbers 1-6 can only be assigned once each.

INT Open the list of registered handsets.

Menu Press the display key.

Edit Handset Number

Select and press OK.

Select handset.

Enter the new internal number (1–6). The handset's old number is overwritten.

If necessary, select another handset and change its number.

After all the changes are completed:

OK Press the display key to save the input.

Press and **hold** (idle status).

You will hear the error tone if an internal number has been allocated twice.

▶ Repeat the procedure with a free number.

Changing the name of a handset

The names "**INT 1**", "**INT 2**" etc. are assigned automatically on registration. You can change these names. The changed name is displayed in every handset's list.

INT Open the list of registered handsets.

Select handset.

Menu Press the display key.

Change Handset Name

Select and press OK. The handset's current name is displayed.

C Delete the old name if necessary.

Enter new name (max. 10 characters) and press OK.

Press and **hold** (idle status).

Please note

If you delete the current handset name with C and then press OK without entering a new name, the handset will automatically be allocated the standard name "INT x" (x= internal number).

Making internal calls

Internal calls to other handsets registered on the same base station are free.

Calling a specific handset

INT Open the list of registered handsets.

Select handset.

Press the talk key.

Or:

INT Open the list of registered handsets.

Enter the internal handset number (1–6).

Calling all handsets ("group call")

INT Open the list of registered handsets.

Press the star key. All handsets are called.

Or:

INT Open the list of registered handsets.

Call All Select.

Press the talk key. All handsets are called.

Ending a call

Press the end call key.

Please note

- You can reject an internal call by pressing the end call key. Other handsets will continue to signal an internal "group call".
- If the called handset is not answered, the busy tone sounds after approx. 3 minutes.

Transferring a call to another handset

You can forward (connect) an external call, made via the fixed line network or VoIP, to another handset.

Precondition: You are conducting an external call.

INT / Open the list of registered handsets.

Select handset or **All**.

OK / Press the display key or the talk key.

Or:

INT / Open the list of registered handsets.

Enter the internal number of the handset.

The external participant hears hold music if activated (→ Page 104).

When the internal participant answers:

▶ If necessary, announce the external call.

Press the end call key.

The external call is transferred to the other handset.

If the internal participant does **not** respond or is busy:

Menu → **Back**

Select and press OK.

You are reconnected with the external participant.

You can also press the end call key when forwarding a call before the internal participant picks up the call.

Then, if the internal participant does not answer or the line is busy, the call will automatically return to you (the display will show **Recall**).

Initiating an internal consultation call, conference call

You are talking to an **external** participant (via fixed line network or VoIP) and can call an **internal** participant at the same time to hold a consultation call.

Precondition: You are conducting an external call.

INT / Open the list of registered handsets.

Select handset or **All**.

OK / Press the display key or the talk key.

Or:

INT / Open the list of registered handsets.

Enter the internal number of the handset.

The external participant hears hold music if activated (→ Page 104).

When an internal participant answers you can speak to them.

You have the following options:

Ending a consultation call

Menu → **Back**

Select and press OK.

You are reconnected with the external participant.

Initiating a conference call

Menu → **Conference Call**

Select and press OK.

You are in a three-way conference call with the external participant and the internal participant.

During an internal consultation/conference call

If the internal participant who has been called ends the call (press end call key), you will be reconnected with the external participant.

If you press the end call key , the external call will be transferred to the internal participant (→ "Transferring a call to another handset", Page 92).

Accepting/rejecting call waiting during an internal call

If you receive an **external** call during an **internal** call, you will hear the call waiting tone (short tone). With Calling Line Identification, the caller's number or name will appear in the display.

Ending an internal call, accepting an external call

Menu ➔ **Accept Call Waiting**
Select and press OK.

The internal call is **ended**. You are connected to the external caller.

Rejecting an external call (only possible for calls to your fixed line network number)

Menu ➔ **Reject Call Waiting**
Select and press OK.

The call waiting tone is turned off. You remain connected with the internal subscriber. The ringer can still be heard on the other registered handsets.

Handset settings

Your handset is preconfigured, but you can change the settings to suit your individual requirements.

Changing the date and time

Please note

The address of a time server on the Internet is stored on your telephone. The date and time are taken from this time server provided that the base station is connected to the Internet and synchronisation with the time server is activated (→ Page 163). Manual settings are overwritten in this case.

To manually change the time, open the input field with:

Menu → **Settings** → **Date/Time**
Select and press OK.

Enter Date: Enter the day, month and year in 8-digit format,
e.g. 0 + 1 ∞ 1 ∞ 0 + 2 abc 0 + 0 + 8 tuv for 01/10/2008.

Enter Time: Enter the hours and minutes in 4-digit format,
e.g. 0 + 7 pqrs 1 ∞ 5 jkl for 07:15 a.m.

OK Press the display key

Changing the display language

You can view the display texts in different languages.

Menu → **Settings** → **Handset** → **Language**
Select and press OK.

The current language is indicated by a ✓.

Select a language and press OK.

Press and **hold** (idle status).

If you accidentally choose a language you do not understand:

Menu 7 pqrs 3 def 2 abc
Press keys in sequence.

Select the correct language and press OK.

Parts of the menu are not displayed in the language selected...

...and three or more handsets are registered on your base station. A language that is not one of the standard languages for the base station (= English, French, German, Italian, Spanish, Portuguese and Dutch) is set on at least three handsets.

Cause: Some display texts are only stored for the standard languages English, French, German, Italian, Spanish, Portuguese and Dutch on your base station. In addition, these display texts can be stored in the base station in two other languages or in another language for two different types of Gigaset handsets. When selecting the language on the handset, these texts are downloaded to the base station from the Internet. If another non-standard language is set on a third handset, then display texts appear in one of the standard languages on this handset.

Both of the non-standard languages are saved on the base station, which are set with the lower number of internal numbers.

If there is no further handset registered on the base station whose type and language setting correspond to an additionally loaded language, then the memory is freed up. If necessary, the language set for another registered handset is loaded onto the base station.

Activating/deactivating the screensaver

You can have a screensaver displayed on the handset. The screensaver replaces the display screen when the handset is in idle status. It hides the date, time and internal name.

You have the following options:

No Screensaver

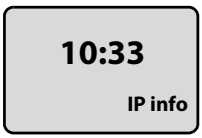
The screensaver is deactivated. The idle display status (→ Page 1) is displayed.

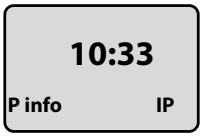
Digital Clock

Approx. 10 seconds after the handset returns to idle status, a digital clock appears on the display.

Info Services

Approx. 10 seconds after the handset returns to idle status a digital clock and (if available) text information from the Internet appears on the display (e.g. weather reports, RSS feeds). The text information is displayed below the clock as a scrolling message.





The text information is initially displayed once. Then only the digital clock is displayed.

The text information is displayed again when:

– New information is received
– You remove the handset from the charging cradle or place it in the charging cradle
– You press any key on the handset

The display backlight switches itself on.

You can collate the text information as you like (➜ Page 155). The weather report is preset.

Please note

- If you have set the screensaver **Info Services**, and you want to make a call or change settings on the handset, you may, if necessary, need to repeat the first key press (e.g. press the Menu key twice to open the main menu). The first key press activates the display of text information.
- The screensaver is not displayed in certain situations, e.g. during a call or if the handset is de-registered.
- If the screensaver is concealing the display, press the end call key ☎ **briefly** to show the idle display with time and date.

Setting the screensaver

Menu ➜ **Settings** ➜ **Handset** ➜ **Display** ➜ **Screensaver**

The current setting is displayed.

No Screensaver / Digital Clock / Info Services

Select and press OK. A brief preview of the selected screensaver is displayed. The selection is marked with ✓.

☎ Press and **hold** (idle status).

The selected screensaver is displayed after approx. 10 seconds.

Quick access to functions

The →→ function (open the redial list) is preset on the left display key of your handset. You can change the configuration, i.e. assign a different function to the display key.

To start this function, you then simply need to press the button.

Changing the assignment of the display key

- When the handset is in idle status, press and **hold** the left display key.
- Select a function with the control key and press OK.

The following features are available:

- **INT** (INT)
  Open the list of internal participants with the INT key.
- **SMS** (SMS)
  Opens the SMS submenu for writing, sending and reading SMS messages (→ Page 74): Menu → **SMS**.
- **Fixed Line call** (Fxd.Ln.)
  Opens the pre-dialling option for making a call via the fixed line network.
- **IP call** (IP)
  Opens the pre-dialling option for making a call via VoIP.

Activating/deactivating auto answer

If you activate this function, when you receive a call you can simply lift the handset out of the charging cradle without having to press the talk key.

Menu → **Settings** → **Handset**

Auto Answer

Select and press OK (✓ = on).

Press and **hold** (idle status).

Changing the handsfree/earpiece volume

You can adjust the handsfree volume to one of five settings (1-5, e.g. volume 3 =) and the earpiece volume to one of three (1-3, e.g. volume 2 =).

Setting the volume during a call

The setting applies to the current mode (earpiece or handsfree).

You are conducting an external call.

Press the control key at the top.

Set the volume.

The setting will automatically be saved after approximately 3 seconds, if not then press the display key OK.

If is assigned with another function:

Menu Open menu.

Volume Select and press OK.

Set the volume.

Adjusting the volume via the menu

Briefly press the control key at the top.

Call Volume Select and press OK.

Earpiece Volume / Handsfree Volume
Select and press OK.

Adjust the volume and press OK.

Press and **hold** (idle status).

Please note

You can also adjust the volume via
Menu → **Settings** → **Audio Settings** → **Call Volume**.

Setting ringers

- Volume:
  You can choose between five volumes (1–5; e.g. volume 3 =) and the "crescendo" ring (6; volume increases with each ring =).
- Ringer melodies:
  You can select various ringers from a list of pre-loaded melodies. The first three melodies are the "classical" ringer melodies.

You can set different ringer melodies for the following functions:

- **External Calls**: for external calls
- **Internal Calls**: for internal calls
- **Alarm Clock**: for the alarm clock

Setting the ringer volume

The ringer volume is the same for all types of ring.

When the handset is in idle status:

Briefly press the control key at the top.

Ringer Volume

Select and press OK.

Adjust the volume and press OK.

Please note

You can also adjust the ringer volume via
Menu → **Settings** → **Audio Settings** → **Ringer Volume**.

Setting the ringer melody

Set different ringer melodies for external calls, internal calls and the alarm clock.

Briefly press the control key at the top.

Ringer Melody

Select and press OK.

External Calls / Internal Calls / Alarm Clock

Select and press OK.

Select melody (✓ = on) and press OK.

Press and **hold** (idle status).

Please note

You can also adjust the ringer melody via
Menu → **Settings** → **Audio Settings** → **Ringer Melody**.

Activating/deactivating the ringer

You can deactivate the ringer on your handset before you answer a call or when the handset is in idle status; the ringer can be deactivated permanently or just for the current call. The ringer cannot be re-activated while an external call is in progress.

Deactivating the ringer permanently

Press and **hold** the star key until the 🔕 icon appears in the display.

Reactivating the ringer

Press and **hold** the star key in idle status.

Deactivating the ringer for the current call

Menu Open menu.

Silent Select and press OK.

Activating/deactivating advisory tones

Your handset uses various advisory tones to tell you about different activities and statuses.

- **Key click**: every key press is confirmed.
- **Confirmation tone** (ascending tone sequence): at the end of an entry/setting and when an SMS or a new entry arrives in the calls list
- **Error tone** (descending tone sequence): when you make an incorrect entry
- **Menu end tone**: when scrolling to the end of a menu

You cannot deactivate the confirmation tone for placing the handset in the base station.

 **Briefly** press the control key at the top.

Advisory Tones

Select and press OK (✓ = on).

 Press and **hold** (idle status).

Setting the battery low tone

The **battery low tone** advises that the batteries need to be charged. You can activate it, deactivate it or decide whether or not it should sound during a call.

 **Briefly** press the control key at the top.

Battery Low Select and press OK.

On / Off / During Call

Select and press OK (✓ = on).

 Press and **hold** (idle status).

Restoring the handset default settings

Each individual handset setting is reset, in particular the language, display, volume, ringers and alarm clock settings (→ **Page 95**). The redial list is cleared.

This will not affect entries in the directory, calls list or SMS lists, or the handset's registration to the base station.

Menu → **Settings** → **Handset** → **Reset Handset**

OK Press the display key.
You can cancel the factory reset by pressing  or the display key  .

 Press and **hold** (idle status).

Setting the base station via the handset

The base station settings are carried out using a registered Gigaset A58H handset.

Some settings can also be carried out via the base station Web configurator. Look out for the icon.

Protecting against unauthorised access

Protect the system settings of the base station with a PIN known only to yourself. The system PIN must be entered, for example, when activating and deactivating the handset, when changing the VoIP settings, for firmware updates, when resetting the base station default settings and for launching the Web configurator.

Changing the system PIN

You can change the 4-digit system PIN set on the base station (default setting: 0000) to a 4-digit PIN known only by you.

Menu ➜ **Settings** ➜ **Base** ➜ **System PIN**

Enter the current system PIN and press OK.

Enter your new system PIN and press OK.

Now re-enter the new system PIN and press OK.

For security reasons, "****" is displayed instead of the system PIN.

Press and **hold** (idle status).

Resetting the system PIN

If you have forgotten your system PIN, you can reset the base station to the original PIN **0000**: To do this, you must reset your base station using the key on the base station (➜ **Resetting the base station using a key on the base station** on **Page 103**).

Please note that this will restore all other base station settings too (➜ **Page 103**).

Restoring the base station to the factory settings

Resetting the base station via the menu

Each individual setting is reset, in particular:

- VoIP settings such as VoIP provider and account data and DTMF settings (→ Page 106, Page 125, Page 148)
- Settings for the local network (→ Page 108, Page 122)
- Default line (→ Page 104)
- The names of the handsets (→ Page 90)
- SMS settings (e.g. SMS centres, → Page 73)
- **Eco mode** / **Eco mode+** is deactivated (→ Page 84)
- PABX connection settings (→ Page 112)

SMS lists, calls list are deleted.

The following are **not** reset:

- Date and time
- System PIN

The handsets are still registered.

Menu → **Settings** → **Base** → **Base Reset**

Enter the system PIN and press OK.

OK Press the display key to confirm.

Resetting the base station using a key on the base station

As with resetting the base station via the menu, all individual settings are reset. The **system PIN will also be reset to "0000"** and **all handsets registered above and beyond the scope of delivery will be de-registered**.

Please note

For how to reregister the handsets after resetting, where applicable, → Page 87.

- Remove the cable connections from the base station to the router (→ Page 20) and fixed line network (→ Page 19).
- Remove the base station mains adapter from the socket (→ Page 19).
- **Press and hold** the registration/paging key (→ Page 2).
- Plug the mains adapter back into the power socket.
- Press and hold the registration/paging key (at least 10 sec.).
- Release the registration/paging key. The base station has now been reset.

You will then need to "prepare to use" the base station again, i.e. re-establish the cable connections to the fixed line network and the router and make the settings for VoIP telephony (→ Page 21).

Activating/deactivating music on hold

Menu ➜ **Settings** ➜ **Base**

Music on hold

Select and press OK to activate or deactivate the hold music (✓ = on).

Activating/deactivating repeater mode

With a repeater you can increase the range and signal strength of your base station. You will need to activate repeater mode. This will terminate any calls being made via the base station at that time.

Preconditions:

- A repeater is registered with the base station.
- **Eco mode** / **Eco Mode+** is deactivated (➜ Page 84).

Menu ➜ **Settings** ➜ **Base** ➜ **Additional Features**

Repeater Mode

Select and press OK (✓ = on).

OK Press the display key to confirm the security prompt.

Please note

Repeater support and **Eco mode** / **Eco Mode+** (➜ Page 84) cancel each other out, i.e. both functions cannot be used at the same time.

Setting default line

You can set whether you want to make calls via VoIP or the fixed line network as standard.

Please note

The default line is only relevant when dialling numbers that are not subject to dialling plans (➜ Page 144) and are entered without a line suffix (➜ Page 39).

Menu ➜ **Settings** ➜ **Base** ➜ **Telephony** ➜ **Default Line Type**

IP / Fixed Line

Select and press OK (✓ = on).

When making calls:

- **Briefly** press the talk key ☎ if you want to make a call via this default line.
- Press and **hold** the talk key ☎ if you want to make the call via the other connection type.

For how to adjust the setting on the Web configurator, ➜ Page 140.

Updating the base station firmware

If necessary, you can update your base station firmware.

The firmware update is downloaded directly from the Internet by default. The relevant Web page is preconfigured in your phone.

Precondition:

The base station is in idle status, i.e.:

- No calls are being made via the fixed line network or VoIP.
- There is no internal connection between registered handsets or to GHC devices.
- No other handset has opened the base station menu.

Starting the firmware update manually

Menu ➜ **Settings** ➜ **Base**

Firmware Update

Select and press OK.

Enter the system PIN and press OK.

The base station is connected to the Internet.

Yes Press the display key to start the firmware update.

Please note

- The firmware update can take up to 3 minutes.
- When updating from the Internet, checks are made to ensure that no newer version of the firmware exists. If this is not the case, the operation is terminated and a message is issued to that effect.

Automatic firmware update

Your phone will check daily whether a newer firmware update is available from the Internet on the Gigaset configuration server. If this is the case, the message **New firmware available** will be displayed when the handset is in idle status, and the message key ✉ flashes.

✉ Press the message key.

Yes Press the display key to confirm the prompt.

The firmware will be loaded onto your phone.

If you answer the prompt with No, the handset returns to idle status. Your phone will then remind you at a later date about the firmware update (**New firmware available** will be displayed again). You can also carry out the firmware update manually (➜ Page 105).

Please note

If the telephone is not connected to the Internet at the time when the check for new firmware is to be carried out (e.g. because the router is deactivated), the check is carried out as soon as the phone is reconnected to the Internet.

You can deactivate the automatic version check via the Web configurator (➜ Page 162).

Making VoIP settings on the handset

In order to be able to use VoIP, you must set a few parameters for your phone.

You can make the following settings using your handset.

- Download the general access data for your VoIP provider from the Gigaset configuration server and store them on your phone.
- Enter your personal access data for your first VoIP account (first VoIP phone number). You can configure the access data for five further VoIP accounts via the phone's Web configurator.
- Set the phone's IP address in the LAN.

The connection assistant on your phone can help you make the settings.

You can set these and other parameters easily on a PC connected to your local network using the Web configurator (→ Page 114).

Using the connection assistant

The connection assistant starts automatically when you set the handset and base station up for the first time, or when you try to connect to the Internet before making the necessary settings.

You can also start the connection assistant via the menu:

Menu → **Settings** → **Base** → **Telephony**

Connection Assistant

Select and press OK.

Enter the system PIN and press OK.

For how to enter VoIP settings using the connection assistant, → Page 21.

Changing settings without the connection assistant

You can change your provider's VoIP settings and the VoIP user data via the menu without starting the connection assistant.

Downloading your VoIP provider's settings

The general settings for various VoIP providers are available to download on the Internet. The relevant Web page is preconfigured in your phone.

Precondition: Your phone is connected to the Internet.

Menu ➜ **Settings** ➜ **Base** ➜ **Telephony** ➜ **VoIP**

Enter the system PIN and press OK.

Select VoIP Provider

Select and press OK.

The phone establishes a connection to the Internet.

Select country and press OK.

Select your VoIP provider and press OK.

Your VoIP provider data is downloaded and saved in your phone.

If only one provider is available, the country and provider lists are not displayed. Only the name of this provider will then appear in the display. To start the download, confirm with OK.

If your VoIP provider is not included in the list, you need to enter or adjust the general VoIP settings manually via your phone's Web configurator, ➜ Page 127.

Please note

If an error occurs during the download, an error message will be displayed. You can find possible messages and measures in the table on Page 166.

Automatic update for the VoIP provider settings

After the first download of the VoIP provider settings, your phone will check daily whether a newer version of the file for your VoIP provider is available from the Internet on the Gigaset configuration server. If this is the case, the message **New profile available** will be displayed when the handset is in idle status, and the message key ✉ flashes.

✉ Press the message key.

Yes Press the display key to confirm the prompt.

Enter the system PIN and press OK.

The new data for your VoIP provider will be downloaded and saved on the phone.

If you answer the prompt with No, the handset returns to idle status. Your phone will then remind you at a later date about the new profile (**New profile available** will be displayed again).

Entering/editing VoIP user data

You must add your personal data to the VoIP settings. You will receive all necessary data from your VoIP provider.

Menu ➜ **Settings** ➜ **Base** ➜ **Telephony** ➜ **VoIP**

Enter the system PIN and press OK.

Username / Authentication Name / Authentication Password
Select one after the other and press OK.

Enter/edit the user data and press OK.
When making these entries, please remember the VoIP user data is case sensitive. For information on entering text, ➜ **Page 179**.

Enter the caller ID for your VoIP provider account as the **Username**. The **Username** is usually identical to your Internet phone number (the first part of your SIP address, ➜ **Page 130**).

For **Authentication Name** and **Authentication Password** enter the provider-dependent access data that has to be transmitted by the phone to the SIP service on registration.

Please note

Any previously set password will not be displayed.

Setting the phone's IP address in LAN

The base station requires an IP address in order to be "recognised" by the LAN (the router).

The IP address can be assigned to the base station automatically (by the router) or manually.

- If done **dynamically,** the router's DHCP server automatically assigns the base station an IP address. The base station's IP address can be changed according to router settings.
- If done manually/**statically**, you assign the base station a static IP address. This may be necessary depending on your network configuration.

For information on how to perform the local network settings on the Web configurator, ➜ **Page 122**.

Activating/deactivating dynamic assignment

Menu ➜ **Settings** ➜ **Base** ➜ **Local Network**

Enter the system PIN and press OK.

Dynamic IP address (✓ = on)

Select and press OK to change the current settings.

If you deactivate dynamic assignment, you must set the IP address and subnet mask of the base station, the standard gateway and DNS server manually.
A corresponding message is displayed.

Please note

To assign the IP address dynamically, the DHCP server on the router must be activated. Please also read the user guide for your router.

Viewing/changing the base station IP address

You can only change the IP address if you have deactivated dynamic assignment.

192.168.2.2 has been preset by default.

Menu ➜ **Settings** ➜ **Base** ➜ **Local Network**

Enter the system PIN and press OK.

IP Address Select and press OK.

The current IP address is displayed.

If necessary, enter the IP address and press OK.

For information on the IP address, please see **Page 122** and the glossary on **Page 196**.

Viewing/changing the subnet mask

You can only change the subnet mask if you have deactivated dynamic assignment.

255.255.255.0 has been preset by default.

Menu ➜ **Settings** ➜ **Base** ➜ **Local Network**

Enter the system PIN and press OK.

Subnet Mask

Select and press OK.

The current subnet mask is displayed.

If necessary, enter the subnet mask and press OK.

For information on the subnet mask, please see **Page 122** and the glossary on **Page 200**.

Viewing/changing the DNS server

Enter the IP address for the preferred DNS server. The DNS server (Domain Name System) converts the symbolic name of a server (DNS name) into the public IP address for the server when the connection is made.

You can specify your router's IP address here. The router forwards phone address requests to its DNS server.

192.168.2.1 has been preset.

Menu ➜ **Settings** ➜ **Base** ➜ **Local Network**


Enter the system PIN and press OK.

DNS Server Select and press OK.


If necessary, enter the IP address of your preferred DNS server and press OK.

Viewing/changing the default gateway to the Internet

Enter the IP address for the standard gateway through which the local network is connected to the Internet. This is generally the local (private) IP address for your router (e.g. 192.168.2.1). Your phone requires this information to be able to access the Internet.

192.168.2.1 has been preset.

Menu ➜ **Settings** ➜ **Base** ➜ **Local Network**


Enter the system PIN and press OK.

Default Gateway
Select and press OK.


If necessary, enter the IP address of the standard gateway and press OK.

Activating/deactivating display of VoIP status messages

If the function is activated, a VoIP status code for your service provider is displayed.

Activate the function if, for example, you have problems with VoIP connections. You will receive a provider-specific status code, which supports the service when the problem is analysed. You will find a table with the possible status screens in the appendix (→ Page 170).

Menu → **Settings** → **Base** → **Telephony** → **VoIP**

Enter the system PIN and press OK.

Status on HS

Select and press OK (✓ = on).

Press and **hold** (idle status).

For how to make the setting on the Web configurator, → Page 164.

Checking the base station MAC address

Depending on your network configuration, you may have to enter your base station MAC address in your router's access control list, for example. You can check your base station MAC address:

Menu 7 pqrs 4 ghi 9 wxyz 7 pqrs 5 jkl

The base station MAC address is displayed.

Press and **hold** (idle status).

For information on how to check your MAC address on the Web configurator, → Page 164.

Operating the base station on the PABX

The following settings are only necessary when your PABX requires them; see the PABX user guide. The settings only affect fixed line network connections.

You cannot send or receive SMS messages on PABXs that do not support Calling Line Identification.

Changing the dialling mode

You can set the dialling mode.

Menu ➜ **Settings** ➜ **Base** ➜ **Telephony** ➜ **Fixed line** ➜ **Dialling Mode**

Tone / Pulse Select and press OK (✓ = on).

Press and **hold** (idle status).

Please remember

- Suffix dialling (for selecting the connection) is not possible in conjunction with pulse dialling: a hash "#" is displayed during dialling but ignored when pulse dialling is used.
- Enter an asterisk "*" to switch temporarily to tone dialling. The asterisk is not displayed.

Setting recall

Your phone is preset at the factory for operation on the main connection (recall 250 ms). For operation on a PABX, you may have to change this value. Please refer to the user guide for your PABX.

Menu ➜ **Settings** ➜ **Base** ➜ **Telephony** ➜ **Fixed line** ➜ **Recall**

Select recall and press OK.

The current setting is indicated by ✓.

Press and **hold** (idle status).

Setting access codes (external line prefixes)

Depending on your PABX, you must dial an access code before making external calls in order to obtain an external line. You can store this access code in your phone. It is then added automatically to the numbers, e.g. when dialling using the calls list.

Menu ➜ **Settings** ➜ **Base** ➜ **Additional Features**

Access Code

Select and press OK.

Enter or edit the access code (maximum three digits) and press OK.

Press and **hold** (idle status).

If an access code is set, the following applies:

- The access code is added automatically when dialling from the calls list and when dialling emergency numbers and SMS centre numbers.
- When dialling numbers manually and dialling numbers from the directory you must add the access code yourself.

Setting pauses

Changing the pause after line seizure

You can set the length of the pause inserted between pressing the talk key and sending the phone number.

Menu 7 pqrs 4 ghi 9 wxyz 1 1 6 mno

Enter a number for the length of the pause (**1** = 1 sec.; **2** = 3 sec.; **3** = 7 sec.) and press OK.

Changing the pause after the recall key

You can change the length of the pause if your PABX requires this (refer to the user guide for your PABX).

Menu 7 pqrs 4 ghi 9 wxyz 1 1 1

Enter a number for the length of the pause (**1** = 1 sec.; **2** = 2 sec.; **3** = 3 sec.; **4** = 6 sec.) and press OK.

Switching temporarily to tone dialling (DTMF)

If your PABX still operates with dial pulsing (DP), but you need tone dialling for a connection (e.g. to listen to the network mailbox for your fixed line network connection), you must switch to tone dialling for the call.

Precondition: You are currently conducting an external call via the fixed line network or you have dialled an external fixed line network number or an external call is signalled.

Menu Open menu.

Tone dialling

Select and press OK.

Tone dialling is now activated **for this call only**.

Web configurator – Setting the phone using a PC

The Web configurator is the Web interface for your phone. It allows you to select the settings for your phone's base station via your PC's Web browser.

The Web configurator on your phone provides you with the following options:

- Configure your phone access to the local network (IP address, gateway to the Internet).
- Configure your phone for VoIP. Assign up to six VoIP phone numbers to your telephone.
- Load new firmware onto the phone if necessary.
- Use Internet services: enable access to an online directory and display text information on the handset (info services).
- Synchronise the telephone's date/time with a time server on the Internet.
- Copy contacts from the Outlook address book on your PC into the handset directories or back up your handsets' directories on your PC.
- Manage the names and internal numbers of registered handsets and your local directories
- Obtain information about your phone's status (firmware version, MAC address etc.).

Preconditions:

- A standard Web browser is installed on the PC, e.g. Internet Explorer version 6.0 or higher, or Firefox version 1.0.4 or higher.
- The phone and PC are connected with each other via a router.

Please note

- Depending on your VoIP provider, it is possible that you will be unable to change individual settings in the Web configurator.
- The phone is **not** blocked while you select your settings in the Web configurator. You can also use your phone to make calls or change base station or handset settings on your handset at the same time.
- While you are connected to the Web configurator, it is blocked to other users. It cannot be accessed by more than one user at any time.

Connect the PC with the telephone's Web configurator

Precondition: The settings of any existing firewall installed on your PC allow the PC and phone to communicate with each other.

There are two ways of connecting your PC to the base station Web configurator:

- via the (local) IP address of the base station
- via Gigaset config

Establishing a connection via the IP address:

- Establish the telephone's current IP address on the handset:

  You can see the phone's current IP address in the handset display by **briefly** pressing the registration/paging key on the base station.

  Your phone's IP address can change if you have activated dynamic IP address assignment (→ Page 122).

Warning

If one of the four parts of the IP address contains leading zeros (e.g. 002), these zeros must not be entered in the Web browser address field. Otherwise the Web browser will not be able to establish a connection to the Web configurator.

Example: The IP address 192.168.002.002 is displayed on the handset. 192.168.2.2 should be entered in the address field.

- Launch the Web browser on your PC.
- Enter **http://** and the telephone's current IP address (for example: http://192.168.2.2) into the address field of the Web browser.
- Press the return key.

A connection is established to the phone's Web configurator.

Establishing a connection via Gigaset config:

Precondition: The router is connected to the Internet and your PC can access the Internet via the router.

- Launch the Web browser on your PC.
- Enter the following URL into the Web browser's address field:

  http://www.Gigaset-config.com.
- Press the return key.

You will receive a message stating that the connection will be forwarded to your base station.

If several Gigaset VoIP phones can be reached via your Internet connection, you will be asked to which one of these phones you would like to be connected.

After successfully forwarding the connection, the **Login** Web page of the Web configurator will be displayed in the Web browser.

Please note

The connection between the PC and the base station's Web configurator is a local connection (LAN connection). The Internet is only accessed to establish the connection.

Logging in, setting the Web configurator language

Once you have successfully established the connection, the **Login** Web page will be displayed in the Web browser.

You can select the language you want the menus and Web configurator dialogues to be displayed in. The language that is currently selected is displayed in the top field of the Web page.

- If necessary, click to open the list of available languages.
- Select the language.
- Enter your phone's system PIN (default setting: 0000) in the bottom field of the Web page, to access the Web configurator functions.
- Select **OK**.

Once you have successfully logged in, a **Home** screen opens with general information on the Web configurator.

If you enter an incorrect system PIN, a corresponding message will be displayed. You will be prompted to re-enter the PIN.

If you enter an incorrect system PIN a second time, the PIN field will be blocked for a short time (greyed out). The duration of the block will double each time a PIN is subsequently entered incorrectly.

Please note

- If you have forgotten your system PIN, you must restore your device's factory settings. Please note that this will restore all other settings too (→ Page 103).
- If you do not make any entries for a prolonged period (approx. 10 minutes), you are automatically logged off. The next time you try to add an entry or open a Web page, the **Login** Web page will be displayed. Enter the system PIN again to log in again.
- Any entries that you did **not** save on the phone before automatic log-off will be lost.

De-registering

In the menu bar (➔ Page 118) at the top right of every Web page in the Web configurator, you will see the **Log Off** command. Select **Log Off** to log off from the Web configurator.

Warning

Always use the **Log Off** command to end the connection to the Web configurator. If, for example, you close the Web browser without logging off beforehand, it is possible that access to the Web configurator will be blocked for a few minutes.

Structure of the Web pages

The Web pages contain the UI elements displayed in Figure 1.

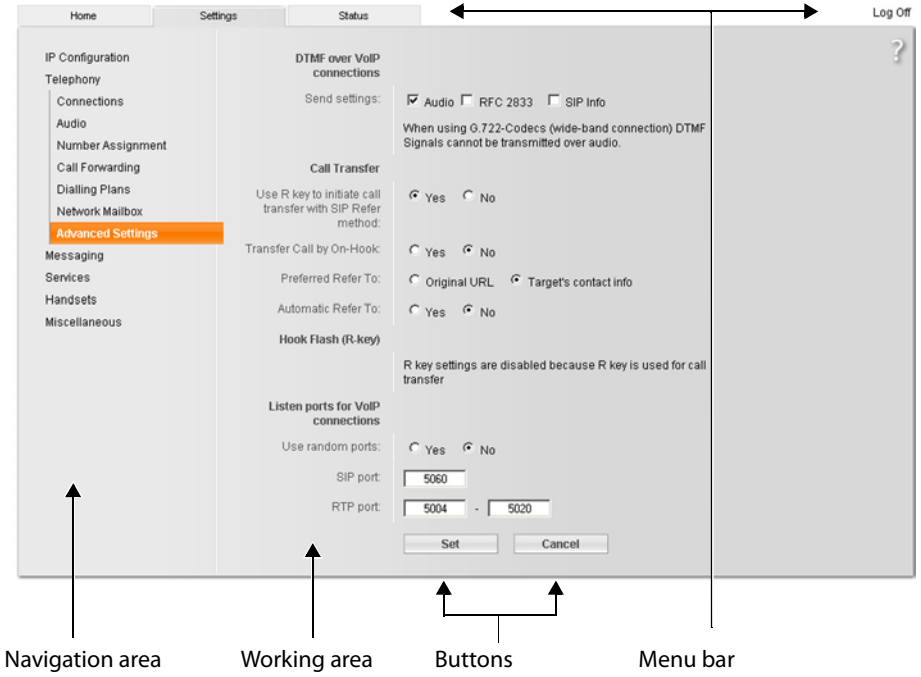


Figure 1 Example of the structure of a Web page

Menu bar

The Web configurator menus are displayed in the form of tab pages, in the menu bar.

The following menus are available:

Home The start screen is opened once you have registered with the Web configurator. It contains information on the Web configurator functions.

Settings (→ Page 121)

This menu allows you to adjust the settings on your phone.

If you select the **Settings** menu, a list with this menu's functions is displayed in the navigation area (→ Page 118).

Status (→ Page 164)

This menu provides you with information about your phone.

Log Off You will find the **Log Off** function to the right of the menu bar on every Web page (→ Page 117).

Please note

An overview of the Web configurator menu, → Page 38.

Navigation area

The functions of the menu selected in the menu bar (→ Page 118) are listed in the navigation area.

If you select a function, the associated page with information and fields for your inputs opens in the working area.

If a function is assigned subfunctions, these are displayed with the function as soon as you select the function. The relevant page for the first subfunction is displayed in the working area.

Working area

Depending on the function selected, information or dialogue boxes are displayed in the working area which allow you to make or change your phone settings.

Making changes

Make settings for entry fields, lists or options.

- There may be restrictions regarding the possible values for a field, e.g. the maximum number of characters, entering special characters or certain value ranges.
- To open a list, select . You can choose between default values.
- There are two kinds of options:
  - Options in a list, from which you can activate one or several options. Active, i.e. selected options are highlighted with , non-active options with . You can activate an option by selecting . The status of the other options in the list does not change. You can deactivate an option by selecting .
  - Alternative options. The active option in the list is highlighted with , and the non-active with . You can activate an option by selecting . The previously activated option is deactivated. You can only deactivate an option by activating another option.

Entering Cyrillic and Arabic characters

In the following, the specified maximum number of characters permitted in a field refers to Latin characters and digits (1 character = 1 byte), i.e. 1 character means 1 byte.

Cyrillic and Arabic characters require 2 bytes each, i.e. with a field length of 16 characters, for example, you can enter a maximum of 8 Cyrillic or Arabic characters.

If you enter too many characters into a field, the entry will be rejected (not saved on the base station). The "old" field content (or the standard settings) will remain in place and will be displayed again when the web page is updated. No warning/ confirmation is given.

Applying changes

As soon as you have made your change on a page, activate the new setting on the phone by selecting **Set**.

If your input in a field does not comply with the rules for this field, an appropriate error message will be displayed. You can then repeat the input.

Warning

Changes that have not been saved on your phone are lost if you move to another Web page or if the Web configurator is logged off, e.g. due to exceeding the time limit (→ Page 116).

Buttons

Buttons are displayed in the bottom section of the working area.

Set Save entries on the phone.

Cancel Reject changes made on the Web page and reload the settings that are currently saved in your phone to the Web page.

Opening Web pages

A brief outline of the navigation to the individual Web configurator functions is given below.

Example

Setting DTMF signalling

Settings ➜ Telephony ➜ Advanced Settings

To open the Web page, carry out the following steps after registration:

- Select the **Settings** menu in the menu bar.
- Select the **Telephony** function in the navigation area.
  The **Telephony** subfunctions are displayed in the navigation tree.
- Click the **Advanced Settings** subfunction.

The Web page from Figure 1 will be shown in the Web browser.

Setting phone with Web configurator

You can make the following settings using the Web configurator:

- Connect your phone to the local network (→ Page 122).
- Configuration for telephony:
  - Enter settings for the VoIP provider and configure or activate/deactivate VoIP accounts (→ Page 127).
  - Specify the name of the fixed line network (→ Page 134).
  - Activate/deactivate the Gigaset.net connection (→ Page 135).
  - Activate/deactivate call forwarding for calls to your VoIP numbers or to your Gigaset.net number (→ Page 142).
  - Configure settings to improve voice quality for the VoIP connections (→ Page 136).
  - Define the standard connection for your telephone (fixed line network or VoIP) (→ Page 140).
  - Assign VoIP phone numbers to the individual handsets (→ Page 141).
  - Define user-specific dialling plans for emergency numbers and for cost control purposes (→ Page 144).
  - Enter and activate/deactivate the network mailbox for each number assigned to the telephone (→ Page 147).
  - Define the type of DTMF signalling (e.g. for remote operation of a VoIP network mailbox) and the recall key function for VoIP (→ Page 148).
  - Enter settings for call forwarding via VoIP (call transfer, i.e. connecting two external callers to each other, → Page 149).
- Output of information from an IP info service on the handset (→ Page 155).
- Select an online phone directory, activate/deactivate the caller name display from the online directory (→ Page 156).
- Synchronise date and time on the base station with a time server on the Internet (→ Page 163).
- Start firmware updates (→ Page 161)
- Manage registered handsets.
  - Edit names and internal numbers of the registered handsets (→ Page 157).
  - Copy contacts from your PC's Outlook address book to the handset directories or save handset directories to your PC (→ Page 158).
  - Activate/deactivate the display of VoIP status messages on your handset (→ Page 160).

IP Configuration

Assigning the IP address

Select the necessary settings for operating your phone in your local network and to connect it to the Internet. For more detailed explanations of the individual components/terms, see the glossary (→ Page 190).

- Open the following Web page: **Settings** → **IP Configuration**.
- In the **Address Assignment** area, select the **IP address type**.

Select **Obtained automatically** if you want your phone to be assigned a dynamic IP address by a DHCP server in your local network. No further settings are necessary for the local network.

Select **Static** if you would like to set up a static local IP address for your phone. A static IP address is useful, for example, if port forwarding or a DMZ is set up on the router for the phone.

The following fields are displayed when you select **IP address type** = **Static**:

IP address Enter an IP address for your phone. This IP address allows your phone to be reached by other subscribers in your local network (e.g. PC).

192.168.2.2 has been preset.

Please note the following:

- The IP address must be from the address block for private use that is used in the router. This is generally in the range 192.168.0.1 – 192.168.255.254 with **Subnet mask** 255.255.255.0. The subnet mask determines that the first three parts of the IP address must be identical for all subscribers in your LAN.
- The static IP address must not belong to the address block (IP pool range) that is reserved for the DHCP server of the router. It must also not be used by another device on the router.

If necessary, check the settings on the router.

Subnet mask

Enter the subnet mask for your device's IP address. For addresses from the address block 192.168.0.1 – 192.168.255.254, the subnet mask 255.255.255.0 is generally used. This is preconfigured when the phone is supplied.

Default gateway

Enter the IP address for the standard gateway, by means of which the local network is connected to the Internet. This is generally the local (private) IP address for your router (e.g. 192.168.2.1). Your phone requires this information to be able to access the Internet.

192.168.2.1 has been preset.

Preferred DNS server

Enter the IP address for the preferred DNS server. DNS (Domain Name System) allows you to assign public IP addresses to symbolic names. The DNS server is required to convert the DNS name into the IP address when a connection is being established to a server.

You can specify your router's IP address here. The router forwards phone address requests to its DNS server.

192.168.2.1 has been preset.

Alternate DNS server (optional)

Enter the IP address for the alternative DNS server that should be used in situations where the preferred DNS server cannot be reached.

▶ Select **Set** to save the changes.

Or

▶ Select **Cancel** to reject the changes.

After you have changed the IP configuration the base station is rebooted. You will be logged off by the Web configurator. The **Login** web page is displayed after the reboot.

Allowing access from other networks

The default setting for your phone is set so that you can only access your phone's Web configurator via a PC that is in the same local network as your phone. The subnet mask of the PC must match that of the phone.

You can also allow access from PCs in other networks.

Warning

Expansion of access authorisation to other networks increases the risk of unauthorised access. It is therefore recommended that you deactivate remote access again if you no longer require it.

▶ Open the following Web page: **Settings** ➔ **IP Configuration**.

Area: Remote Management

▶ Activate the **Yes** option to permit access from other networks.

To deactivate remote access, activate the **No** option. Access is then limited to PCs in your own local network.

Access to the Web configurator services from other networks is only possible if your router is set accordingly. The router must pass on the service requests from "outside" to Port 80 (default port) of the phone. Please also read the user guide for your router.

To establish a connection, the public IP address or the DNS name of the router and, where applicable, the port number on the router must be indicated in the Web browser of the remote PC.

Entering an HTTP proxy server (only when connected to an internal company network)

Direct connections between network subscribers and the Internet are often not permitted within internal company or organisation networks (intranet). In such cases, all HTTP calls from the network are "transferred" by a proxy server. The proxy server is a computer or program within the network.

If your phone is connected to such a network, you must store the address of this HTTP proxy server on the phone and activate handling of HTTP calls via the HTTP proxy server.

Only then will you be able to access, e.g the online and Gigaset.net directories or obtain weather information etc. in idle display (information services).

▶ Open the following Web page: **Settings** ➜ **IP Configuration**.

Area: HTTP proxy

Enable proxy

Click the **Yes** option if your phone is to handle HTTP calls via your network's HTTP proxy server.

If you select **No**, the phone will attempt to access the Internet directly.

Proxy server address

Enter the URL (➜ Page 201) of the proxy server to which your phone is to send HTTP calls. The proxy server then creates the connection to the Internet.

Proxy server port

Enter the communication port used on the HTTP proxy server (number between 0 and 55000). It is mainly port 80 that is used.

▶ Now select **Set** to save your settings.

Configuring telephone connections

You can configure up to eight numbers on your phone: your fixed line network number, your Gigaset.net number and six VoIP numbers.

You need to set up a VoIP account with a VoIP provider for each VoIP phone number. You must save the access data for each account and for the relevant VoIP provider in the phone. You can assign a name to each connection (VoIP and fixed line network).

To configure the connections:

▶ Open the following Web page: **Settings** ➔ **Telephony** ➔ **Connections**.

A list (➔ **Figure 2**) will be shown containing all the possible connections that you can configure, or have already configured, on your phone.

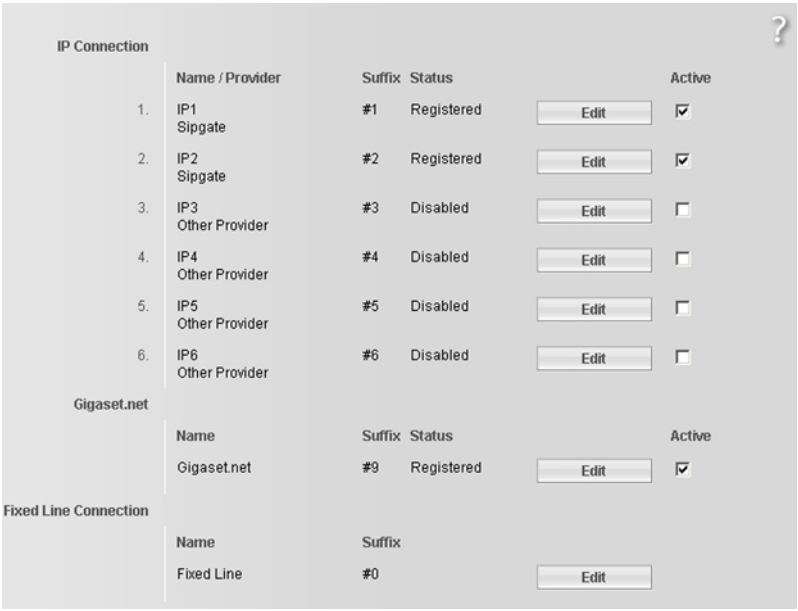


Figure 2 List of possible connections

The list will show the following:

Name / Provider

Name of the connection. This will show the name that you have defined for the connection (→ Page 127, Page 134) or the default name (**IP1** to **IP6** for VoIP connections, **Fixed Line** for the fixed line network connection and **Gigaset.net**).

VoIP connections also display the name of the VoIP provider with which you have opened the account. If the name is unknown the display will show **Other Provider**.

Suffix

Line suffix that you have to add to the phone number of an outgoing call to allow the account assigned to the suffix to be used as the sending account.

Example

If you dial 123456765**#1**, the connection will be made and billed through the first VoIP account, regardless of the VoIP number you have assigned to your handset as the send number and whether you briefly press/press and hold the talk key.

If you dial 123456765**#0**, the connection will be made via the fixed line network.

Status

The status of the connection will be shown for VoIP connections:

Registered
The connection is activated. The phone has been successfully registered. You can use the connection to make calls.

Disabled
The connection is deactivated. The phone is not registering with the corresponding account with the VoIP service. You cannot use the connection to make or receive calls.

Registration failed / **Server not accessible**
Your phone was unable to register with the VoIP service, e.g. because the VoIP access data is incorrect or incomplete or the phone is not connected to the Internet. For further information on this, please also refer to "**Customer Service & Assistance**", → **Page 165**.

Active

You can use the option in the **Active** column to activate (☑) and deactivate (☐) VoIP connections. If a connection is deactivated, the phone will not register for this connection. The connection can be activated/deactivated by clicking directly on this option. The change does not need to be saved.

To configure a connection or to change the configuration of a connection:

▶ Select the **Edit** button next to the connection.

This will open a Web page where you can make the settings needed. More information is available

- in the section "**Configuring the VoIP connection**", → **Page 127** or
- in the section "**Configuring the fixed line connection**", → **Page 134** or
- in the section "**Configuring the Gigaset.net connection**", → **Page 135**.

Configuring the VoIP connection

- Open the following Web page: **Settings** ➜ **Telephony** ➜ **Connections**.
- Select the **Edit** button next to the VoIP connection that you want to configure or the configuration you wish to change.

This will open a Web page where you can make the settings that your phone needs to access your provider's VoIP server.

The Web page always displays the following areas:

- **IP Connection** (➜ Page 127)
- **Auto Configuration** (➜ Page 128)
- **Personal Provider Data** (➜ Page 130)

The areas

- **General Provider Data** (➜ Page 131) and
- **Network** (➜ Page 132)

can be shown and hidden by selecting the **Show Advanced Settings** and **Hide Advanced Settings** buttons.

You must enter the VoIP provider's general access data in these areas.
You can download this data for many VoIP providers from the Internet (➜ "Area: Auto Configuration", Page 128).

- Make the settings on the Web page.
- Save them in the phone ➜ Page 134.
- Activate the connection if necessary ➜ Page 134.

Area: IP Connection

Connection Name or Number

Enter a name for the VoIP connection or the VoIP phone number (max. 16 characters). This name is used to display the connection on the handset and the Web configurator interface, e.g. when allocating send and receive numbers (➜ Page 141), for the call display (➜ Page 44).

Area: Auto Configuration

The entire configuration process or a large part of the configuration for a VoIP connection is automated for many VoIP providers. You can download the necessary VoIP access data to your phone from the Internet.

You have the following options:

◆ Fully automated configuration

Preconditions:

– You have received an **auto configuration code** from your VoIP provider.

– The general access data for your VoIP provider is available for downloading.

You can download all the data required for VoIP access from the Internet:

▶ Enter the auto configuration code you received from your VoIP provider in the **Auto Configuration** area in the **Auto Configuration Code** field (maximum 32 characters).

▶ Select the **Start Auto Configuration** button.

The telephone establishes a connection to the Internet and downloads all data required for the VoIP connection, i.e. the general provider information and your personal provider data (account data) are saved to your base station.

If you have already entered details on the Web page, this is deleted as soon as **Start Auto Configuration** is selected. The fields in the **Personal Provider Data** and **General Provider Data** areas and the server addresses in the **Network** area are overwritten by the downloaded data.

Generally, you should not have to enter any additional data on this Web page.

Please note

If the message **Download of settings not possible! File is corrupt!** appears, no data will be loaded onto the phone. Possible causes of this are:

◆ The incorrect code has been entered (e.g. upper/lower case rules have not been followed). If necessary, enter the code again.

◆ The file that has been downloaded is invalid. Please consult your VoIP provider.

When the download is complete, the **Connections** list will be displayed.

▶ Activate the connection as described on **Page 134**.

You can then be reached on the corresponding VoIP phone number.

◆ Automatic configuration of general VoIP provider data

Precondition: You have received your account details from your VoIP provider (e.g. **Authentication Name**, **Authentication password**).

Profile files of the most important VoIP providers are available to download on the Gigaset configuration server. The address for the server is stored in your phone (→ Page 161).

To load the data onto your telephone, proceed as follows:

▶ Select **Select VoIP Provider** in the **Auto Configuration** area. This will display information on the download procedure.

Please note

If you select the **Select VoIP Provider** button, any changes that have been made to the Web page will be saved and checked. Values may need to be corrected before the **Select VoIP Provider** operation is started.

The download procedure consists of several steps:

▶ Select the **Next** button.

▶ From the list, select the country for which the list of VoIP providers is to be loaded.

▶ Select the **Next** button.

▶ Select your VoIP provider from the list.
If your provider is not included in the list, select **Other Provider**. In this case you will have to enter the general provider data by hand (see "**Area: General Provider Data**" and "**Area: Network**" below).

▶ Select the **Finish** button.

Please note

If only one country is available, the country list will not be displayed. The list of provider is then displayed immediately.

The details of the selected provider are loaded to your phone and saved under **General Provider Data** (→ Page 131) and **Network** (→ Page 132). You cannot make any further entries in these areas.

The **Provider** field shows the name of the VoIP provider selected or **Other Provider**. A link to the provider's homepage is displayed where available.

To complete configuration of your VoIP connection, enter your account data in the **Personal Provider Data** area.

Please note

After the first download of the VoIP provider settings, your phone will check daily whether a newer version of the file for your VoIP provider is available from the Internet on the Gigaset configuration server (→ Page 107).

Area: Personal Provider Data

Enter the configuration data that is required to access your VoIP provider's SIP service. This data can be obtained from your VoIP provider.

The field names in this area (**Authentication Name** etc.) listed in the following are standard names and may change. If you have already downloaded the provider's general details ("**Select VoIP Provider**" button, see above), field entries will be replaced by provider-specific names to facilitate orientation (e.g. SIP-ID instead of **Authentication Name**).

Authentication Name

Specify the registration or authentication ID agreed with your VoIP provider (maximum 32 digits). The registration ID serves as the access ID that your phone must specify when registering with the SIP proxy/registrar server. The **Authentication Name** is usually identical to the **Username**, i.e. to your Internet phone number.

Authentication password

Enter the password that you have agreed with your VoIP provider in the **Authentication password** field (maximum 32 characters). The phone needs the password when registering with the SIP proxy/registrar server.

Username

Enter the caller ID for your VoIP provider account (maximum 32 characters). This ID is usually identical to the first part of your SIP address (URI, your Internet phone number).

Example

Example: If your SIP address is "987654321@provider.com", enter "987654321" as the **Username**.

Display name (optional)

Enter any name that should be shown in the other caller's display when you call them via the Internet (example: Anna Sand). All characters in the UTF8 character set (Unicode) are permitted. The name must not exceed 32 characters.

If you do not enter a name, your **Username** or your VoIP phone number will be displayed.

Ask your VoIP provider if this feature is supported.

Area: General Provider Data

If you have downloaded the general settings for the VoIP provider from the Gigaset configuration server (→ Page 128), then the fields in this area will be preset with the data from the download. Generally speaking, you do not need to configure any settings in this area.

Domain Specify the last part of your SIP address (URI) here (maximum 74 characters).

Example

For the SIP address "987654321@provider.com", enter "provider.com" in **Domain**.

Proxy server address

The SIP proxy is your VoIP provider's gateway server. Enter the IP address or the (fully-qualified) DNS name of your SIP proxy server (maximum 74 characters). **Example:** myprovider.com.

Proxy server port

Enter the number of the communication port that the SIP proxy uses to send and receive signalling data (SIP port).

Port 5060 is used by most VoIP providers.

Registrar server

Enter the (fully-qualified) DNS name or the IP address of the registrar server (maximum 74 characters).

The registrar is needed when the phone is registered. It assigns the public IP address/port number to your SIP address (**Username@Domain**) that were used by the phone on registration. With most VoIP providers, the registrar server is identical to the SIP server. **Example:** reg.myprovider.com.

Registrar server port

Enter the communication port used in the registrar. It is mainly port 5060 that is used.

Registration refresh time

Enter the time intervals at which the phone should repeat the registration with the VoIP server (SIP proxy) (a request will be sent to establish a session). The repeat is required so that the entry of the phone in the tables of the SIP proxy is retained and the phone can therefore be reached. The repeat will be carried out for all activated VoIP phone numbers.

The default is 180 seconds.

If you enter 0 seconds, the registration will not be repeated periodically.

Area: Network

Please note

If you have downloaded the general settings for your VoIP provider from the Gigaset configuration server (→ Page 129), then some fields in this area will be preset with the data from the download (e.g. the settings for the STUN server and outbound proxy).

If your phone is connected to a router with NAT (Network Address Translation) and/or a firewall, you must select some settings in this area so that your phone can be reached from the Internet (i.e. can be addressed).

Through NAT, the IP addresses of subscribers in the LAN are concealed behind the public IP address of the router.

For incoming calls

If port forwarding is activated or a DMZ is set up for the phone on the router, no special settings are required for incoming calls.

If this is not the case, an entry in the NAT routing table (in the router) is necessary in order for the phone to be reached. This entry is created when the phone is registered with the SIP service. In the interest of security, this entry is automatically deleted at certain intervals (session timeout). The phone must therefore confirm its registration at certain intervals (see **NAT refresh time**, → Page 133), so that the entry stays in the routing table.

For outgoing calls

The phone needs its public address in order to receive caller voice data.

There are two possibilities:

- The phone requests the public address from a STUN server on the Internet (Simple Transversal of UDP over NAT). STUN can only be used with asymmetric NATs and non-blocking firewalls.
- The phone does not direct the connection request to the SIP proxy but to an outbound proxy on the Internet that supplies the data packets along with the public address.

The STUN server and outbound proxy are used alternately to work around the NAT/firewall in the router.

STUN enabled

Select **Yes** if you want your phone to use STUN as soon as it is used on a router with asymmetric NAT.

STUN server

Enter the (fully-qualified) DNS name or the IP address of the STUN server on the Internet (maximum 74 characters).

If you selected **Yes** in the **STUN enabled** field, you must enter a **STUN server** here.

STUN port Enter the number of the communication port on the STUN server. The default port is 3478.

STUN refresh time

Enter the time intervals at which the phone should repeat the registration with the STUN server. The repeat is required so that the entry of the phone in the tables of the STUN server is retained. The repeat will be carried out for all activated VoIP phone numbers.

Ask your VoIP provider for the **STUN refresh time**.

The default is 240 seconds.

If you enter 0 seconds, the registration will not be repeated periodically.

NAT refresh time

Specify the intervals at which you want the phone to update its entry in the NAT routing table. Specify an interval in seconds that is a little shorter than the NAT session timeout.

As a rule you should not need to change the preconfigured value for the **NAT refresh time**.

Outbound proxy mode

Specify when the outbound proxy should be used.

Always
All signalling and voice data sent by the phone is sent to the outbound proxy.

Auto
Data sent by the phone is only sent to the outbound proxy when the phone is connected to a router with symmetric NAT or a blocking firewall. If the phone is behind an asymmetric NAT, the STUN server is used.

If you have set **STUN enabled** = **No** or have not entered a STUN server, the outbound proxy is always used.

Never
The outbound proxy is not used.

If you do not make an entry in the **Outbound proxy** field, the phone behaves independently of the selected mode, as with **Never**.

Outbound proxy

Enter the (fully qualified) DNS name or the IP address of your provider's outbound proxy (maximum 74 characters).

Please note

With many providers, the outbound proxy is identical to the SIP proxy.

Outbound proxy port

Enter the number of the communication port used by the outbound proxy.

The default port is 5060.

Saving settings on the phone

▶ Select **Set** to save the changes.
The **Connections** list will be shown after saving (➔ Figure 2 on Page 125).

If you want to discard the changes:

▶ Select the **Cancel** button.

If all fields are to be reset to the default settings:

▶ Select the **Delete** button.

Fields without default settings are empty.

Please note

If you do not make any entries for a prolonged period, the connection to the Web configurator is automatically terminated. Unsaved entries are lost. If necessary, save entries as you go along. You can subsequently continue the entry and make changes if necessary.

Activating a new connection

If you have configured a new VoIP connection, you must also activate it.

In the Connections list:

▶ Activate the relevant option in the **Active** column (= activated).

Your phone will register itself with the VoIP provider using the relevant access data. Refresh the Web page (e.g. by pressing F5).

The **Status Registered** column will appear if registration was successful. You can now be reached on this VoIP phone number.

Please note

Once the new entry has been made, the VoIP phone number is assigned to each handset as a receive number. For how to adjust the assignment, ➔ Page 141.

Configuring the fixed line connection

You can assign a name to your fixed line connection. This name is used to display the connection on the handset and the Web configurator interface, e.g. when allocating send and receive numbers (➔ Page 141), for the call display (➔ Page 44).

▶ Open the following Web page: **Settings** ➔ **Telephony** ➔ **Connections**.
▶ Select the **Edit** button in the **Fixed Line Connection** area.
▶ Enter your fixed line network number or the name of your choice (max. 16 characters) for your fixed line connection in the **Connection Name or Number** field. The default is "**Fixed Line**".

Configuring the Gigaset.net connection

Your phone is assigned a Gigaset.net phone number by default. As soon as you have connected your phone to the Internet, you can make calls using the Gigaset.net and receive calls from other Gigaset.net subscribers, provided that your Gigaset.net connection has been activated. You can deactivate the Gigaset.net connection.

Activating/deactivating the Gigaset.net connection

- Open the following Web page: **Settings** → **Telephony** → **Connections**. The list of connections will be displayed (→ **Figure 2** on **Page 125**).
- In the **Gigaset.net** area: use the option in the **Active** column to activate (☑) or deactivate (☐) the Gigaset.net connection.

Please note

If you do not use your Gigaset.net connection for six weeks, it is automatically deactivated. You cannot be reached for calls from Gigaset.net.

The connection is reactivated:

- as soon as you start a search in the Gigaset.net directory (→ **Page 51**) or
- make a call via Gigaset.net, i.e. dial a number ending in #9 (two attempts may be necessary) or
- activate the connection via the Web configurator as described above.

Activating/deactivating the STUN server of the Gigaset.net connection

The Gigaset.net connection is preconfigured in your phone. The Gigaset.net uses a STUN server as standard. In the sent data packets, Gigaset.net replaces the private IP address of your phone with its public IP address.

If you operate your phone behind a router with symmetrical NAT, STUN cannot be used. Otherwise, when making Gigaset.net calls you will not be able to hear the caller.

In this case, deactivate STUN for the Gigaset.net connection.

- Open the following Web page: **Settings** → **Telephony** → **Connections**.
- Select **Edit** in the **Gigaset.net** area.

STUN enabled

Select **No** to deactivate STUN.

Select **Yes** if you want your phone to use STUN.

- Select **Set** to save the changes.

Optimising voice quality for VoIP connections

You can make general and connection-specific settings to improve the voice quality for VoIP telephony.

▶ Open the following Web page: **Settings** ➔ **Telephony** ➔ **Audio**.

The voice quality for VoIP connections is mainly determined by the **voice codec** used for transferring the data and the available **bandwidth** of your DSL connection.

In the case of the voice codec, the voice data is digitalised (coded/decoded) and compressed. A "better" codec (better voice quality) means more data needs to be transferred, i.e. perfect voice data transfer requires a DSL connection with a larger bandwidth.

The following voice codecs are supported by your phone:

G.722 Excellent voice quality. The **broadband** speech codec **G.722** works at the same bit rate as G.711 (64 kbit/s per speech connection) but with a higher sampling rate. This allows higher frequencies to be played back. The speech tone is therefore clearer and better than for the other codecs (High Definition Sound Performance).

Gigaset S67H, S68H and SL37H handsets, for example, are HDSP-compatible.

G.711 a law / G.711 µ law

Excellent voice quality (comparable with ISDN). The necessary bandwidth is 64 kbit/s per voice connection.

G.726 Good voice quality (inferior to that with G.711 but better than with G.729).

Your phone supports G726 with a transmission rate of 32 kbit/s per voice connection.

G.729 Average voice quality. The necessary bandwidth is less than or equal to 8 kbit/s per voice connection.

Both parties involved in the telephone connection (caller/sender and receiver) must use the same voice codec. The voice codec is negotiated between the sender and the recipient when establishing a connection.

You can influence the voice quality by selecting (bearing in mind the bandwidth of your DSL connection) the voice codecs your phone is to use, and specifying the order in which the codecs are to be suggested when a VoIP connection is established.

Area: Settings for Bandwidth

The settings in this area influence all VoIP connections (VoIP phone numbers).

Allow 1 VoIP call only

You can usually make two VoIP calls at the same time on your phone. If, however, your DSL connection has a narrow bandwidth, there may be problems if two VoIP calls are made at the same time. The data is no longer transferred properly (long voice delay, data losses etc.).

- Select **Yes** next to **Allow 1 VoIP call only** to prevent any further parallel VoIP phone connections being established.
- If you wish to permit two VoIP connections, select **No**.

Please remember

If only one VoIP connection is permitted, the following VoIP network services will **no** longer be available:

- Call waiting
  Call waiting is not displayed during a call via VoIP.
- External consultation call from a VoIP call
- Toggling and initiating a conference call via VoIP

Voice Quality

Default settings for the codecs used are stored in your phone: one setting optimised for low bandwidths and one for high bandwidths.

- Activate one of the options **Optimized for low bandwidth** / **Optimized for high bandwidth** if you wish to accept a default setting for all VoIP connections. The settings are shown in the **Settings for Connections** area and cannot be changed.
- Activate the **Own Codec preference** option if you wish to select and set connection-specific voice codecs yourself (➜ "**Area: Settings for Connections**").

Area: Settings for Connections

In this area you can make specific settings for each of your VoIP phone numbers.

You can make the following settings for each VoIP phone number configured on your phone:

Volume for VoIP Calls

Depending on the VoIP provider, it is possible that the received voice/earpiece volume is too low or too high, so that adjusting the volume via the handset is not adequate.

Specify whether the received volume range is too high or too low. The following options are available:

Low
Voice/earpiece volume is too high. Activate this option to reduce the volume by 6 dB.

Normal
The voice/earpiece volume does not need to be raised/lowered.

High
Voice/earpiece volume is too low. Activate this option to increase the volume by 6 dB.

Voice codecs

Precondition: The **Own Codec preference** option is activated for the **Voice Quality** in the **Settings for Bandwidth** area.

Select the voice codecs your phone is to use, and specify the order in which the codecs are to be suggested when a VoIP connection is established via this VoIP phone number.

- Apply the voice codecs that your phone is to suggest for outgoing calls into the **Selected codecs** list.
  To do this, in the **Available codecs** list select the voice codec that you want to apply (you can mark several entries using the Shift key or the Ctrl key). Select **<Add**.
- Move the voice codecs that you do not want the phone to use into the **Available codecs** list.
  Select the voice codecs in the **Selected codecs** list (see above) and click on the **Remove>** button.
- Sort the voice codecs in the **Selected codecs** list into the order in which they should be suggested to the receiving device when a connection is established. To do this, use the **Up** and **Down** buttons.

When establishing a VoIP connection, the phone suggests the 1st voice codec in the **Selected codecs** list to the receiving device to begin with. If the receiving device does not accept this voice codec (e.g. because it is not supported), the 2nd voice codec on the list is suggested, and so on.

If the receiving device does not accept any of the voice codecs in the **Selected codecs** list, the connection is **not** established. An appropriate message will be displayed on the handset.

If the phone always starts by trying to establish a broadband connection, put the **G.722** codec at the top of the **Selected codecs** list.

Please note

- You should only deactivate codecs (put them in the **Available codecs** list) if there is a particular reason. The more codecs that are deactivated, the greater the risk that calls will not be able to be established due to unsuccessful codec negotiations. In particular you can only establish broadband connections if you permit the **G.722** codec.
- With incoming calls, all supported voice codecs are always permitted.

Area: Settings for Codecs

To save additional bandwidth and transmission capacity, on VoIP connections that use the **G.729** codec you can suppress the transmission of voice packets in pauses ("Silence Suppression"). Then, instead of the background noises in your environment, your caller hears a synthetic noise generated in the receiver.

Please note: "Silence Suppression" can sometimes lead to a deterioration in the voice quality.

- In the **Enable Annex B for codec G.729** field, state whether the transmission of data packets during pauses should be suppressed when using the **G.729** codec, (select **Yes**).

Saving settings on the phone

- Select **Set** to save the settings for the voice quality.

Please note

You should observe the following for good voice quality:

- When making calls using VoIP, avoid performing other Internet activities (e.g. surfing the Internet).
- Please note that voice delays can occur depending on the codec used and the network capacity utilisation.

Voice quality and infrastructure

With your Gigaset A580 IP, you have the opportunity to make calls with good voice quality via VoIP.

However, your phone's performance with VoIP – and therefore the voice quality – also depends on the properties of the entire infrastructure.

The following components from your VoIP provider may impact performance:

- Router
- DSLAM
- DSL transmission line and speed
- Connection paths over the Internet
- If applicable, other applications that also use the DSL connection

In VoIP networks, voice quality is affected by various things including the "quality of service" (QoS). If the entire infrastructure has QoS, voice quality is higher (fewer delays, less echoing, less crackling etc.).

If, for example, the router does not have QoS, then the voice quality is not as good. Please see the specialist documentation for further information.

Setting the telephone's default line

The default telephone connection defines which line type (VoIP or fixed line network) will be used to dial numbers when you **briefly** press the talk key. The default line is applied to all registered handsets.

▶ Open the following Web page: **Settings** ➔ **Telephony** ➔ **Number Assignment**.

Area Default Connection

▶ Select the default line for your phone. This can be done by selecting the **VoIP** or **Fixed Line** option after **Linetype for outgoing calls.**

▶ Now select **Set** to activate your settings.

Please note

◆ The default line is only relevant when dialling numbers that are not subject to dialling plans and are entered without a line suffix.

◆ You can change the settings for the default line via any registered handset (➔ Page 104).

Activating the fixed line network connection as an alternative connection

You can activate the fixed line network connection on your phone as an alternative connection. If an attempt to establish a connection via VoIP then fails, an attempt is made automatically to establish the connection via the fixed line network.

An alternative connection would be used in the following cases:

◆ your VoIP connections are busy

◆ the SIP server for the VoIP connection cannot be accessed

◆ the dialled VoIP connection has not yet been configured or has not been configured correctly (e.g. incorrect password)

◆ the base station does not have a connection to the Internet, e.g. because your router is deactivated or not connected to the Internet.

Exceptions

◆ SMS messages that are to be sent via a VoIP connection are **not** sent via the fixed line network connection as an alternative. The SMS message is stored in the incoming message list with an error status. Your handset's message key will flash.

◆ If a URI or IP address is dialled instead of a phone number, the connection cannot be created via the fixed line network.

▶ Open the following Web page: **Settings** ➔ **Telephony** ➔ **Number Assignment**.

Area Default Connection

- If you want to activate the fixed line network connection as an alternative connection, click the **Yes** option next to **Automatic Fallback to Fixed Line**. Select **No** to deactivate the function.
- Now select **Set** to activate your settings.

Assigning send and receive numbers to handsets

You can assign up to eight phone numbers to your phone: your fixed line network number, your Gigaset.net number and up to six VoIP numbers.

You can assign as many of these numbers as you like to each handset as receive numbers. Receive numbers determine which handset(s) will ring when a call is received.

You can assign one of your VoIP numbers to each handset as a (VoIP) send number. Send numbers define which VoIP account should be used in general to make and pay for outgoing VoIP calls. **Exceptions:**

- a phone number is dialled with a line suffix (→ Page 126) or
- a dialling plan has been defined for the phone number (→ Page 144).

The Gigaset.net number and fixed line network number are permanently assigned to each registered handset as send numbers.

Please note

A handset is assigned the following numbers after it is registered on the base station:

- Receive numbers: all phone numbers assigned to the phone (fixed line network, Gigaset.net and VoIP).
- Send numbers: the fixed line network number and the VoIP phone number that you entered at the start of the phone configuration.

- Open the following Web page: **Settings** → **Telephony** → **Number Assignment**.

The display shows all registered handsets. A list is displayed for each handset showing the phone numbers that are configured and activated for the phone. The connection names are shown in the **Connections** column. The fixed line network connection is always at the end of the list.

- Define a VoIP phone number as the send number for each handset. To do this, click the option following the phone number in the **for outgoing calls** column. The previous assignment will automatically be deactivated.

Please note

The fixed line network number is permanently assigned to each handset as a send number. This assignment cannot be deactivated. It ensures that emergency numbers can be called from every handset.

The Gigaset.net number is also permanently assigned to each handset as a send number.

- Select the phone numbers for each handset (fixed line network, VoIP) that are to be assigned to the handset as receive numbers. To do this, click the option following the phone number in the **for incoming calls** column. Every handset can be assigned several phone numbers or no phone number (= assigned).
- Now select **Set** to save your settings.

Please note

- If a VoIP phone number that has been assigned to a handset as a send number is deleted, the handset will automatically be assigned the first configured VoIP phone number.
- Calls made to a number that is not assigned to a handset as a receive number will not be signalled on any handset.
- If you have not assigned receive numbers to any of the handsets, calls to all connections will be signalled on all handsets.

Activating Call Forwarding (Call Diversion) for VoIP connections

You can forward calls to your VoIP numbers and to your Gigaset.net number.

You can forward calls to your VoIP numbers to any external number (VoIP, fixed line or mobile network number). The forwarding is done via a VoIP connection.

You can forward calls to your Gigaset.net number within the Gigaset.net, i.e. to another Gigaset.net number.

You can define if and when calls to your Gigaset.net number and each of your VoIP numbers (VoIP account) should be forwarded to this VoIP number.

You can also use the handset to set call forwarding and activate/deactivate it, → Page 58.

- Open the following Web page: **Settings** → **Telephony** → **Call Forwarding**.

The display shows a list of all your configured VoIP connections and your Gigaset.net number.

Connections

Select the name you have assigned to the VoIP number, or select **Gigaset.net**.

When Select when a call to this VoIP number should be forwarded: **When busy** / **No reply** / **Always**. Select **Off** to deactivate call forwarding.

Call number

Enter the phone number to which the calls should be forwarded. Please note that you may have to enter the area code when forwarding to a fixed line network number in the same area (depending on your VoIP provider and the setting for the automatic area code, → Page 143).

The settings only affect the phone number selected in **Connections**.

Please note

For how to forward your fixed line network number, → Page 56.

Entering your own area code, activating/deactivating an automatic area code for VoIP

On the base station, save the complete code (with international code) for the area in which you are using the phone.

For VoIP calls you must generally always dial the area code – even for local calls. You can avoid having to dial the area code for local calls by setting your phone to prefix this code for all VoIP calls made in the same local area (→ **Predial area code for local calls through VoIP** option).

For calls made via VoIP, the area code entered is then prefixed to all numbers that do not start with 0 – even when dialling numbers from the directory and other lists.

Exceptions: Phone numbers for which you have defined dialling plans and deactivated the **Use Area Codes** option (→ Page 144).

▶ Open the following Web page: **Settings** → **Telephony** → **Dialling Plans**.

Area Area Codes

Make the following settings here:

▶ From the **Country** list, select the country in which you are using your phone. This way the country code and the prefix of the area code are automatically set (in **International Prefix** / **Area Code** and **Local Prefix** fields).

▶ In the **Local Area Code** field, enter the area code for your town without a prefix (maximum 8 figures 0–9, *, #, R, P, r, p), e.g. 131 (for Edinburgh).

▶ Select **Yes** next to **Predial area code for local calls through VoIP** to activate the function.

Select **No** to deactivate the function. You will then need to enter the area code for local calls made via VoIP. Numbers in the directory must always contain the area code when dialling via VoIP.

▶ Select **Set** to save the settings.

Please remember

◆ The area code will also be prefixed to VoIP calls made to emergency numbers if there are **no** defined dialling plans for these numbers.

◆ The numbers of your network mailbox saved in the base station are **not** prefixed with an area code (→ Page 147).

Defining dialling plans – cost control

You can define dialling plans to reduce costs:

- You can define the line (one of your VoIP accounts, the fixed line network) through which calls to specific numbers should be made and paid for.

  If you enter just a few digits (e.g. local area, national or mobile network code) any call to a number beginning with these digits will be made via the selected connection.
- You can block specific numbers, i.e. your phone will not establish a connection to these numbers (e.g. 09 numbers).

These dialling plans apply to all registered handsets. The settings for the default line (briefly press/press and hold [✆]) and the send numbers of handsets do not apply to numbers governed by a dialling plan.

Please note

You can override dialling plans, with the exception of blocks, as follows:

- Dial the number with a line suffix (e.g. 123456789#3, → Page 39).
- Before entering the number, define another connection type by pressing the Fxd.Ln. or IP display key (→ Page 98).
  If, for example, you press Fxd.Ln., the number will be dialled via the fixed line network, even if the dialling plan states that a VoIP connection should be used.

Tips:

- Compare the rates for long-distance calls (especially for international calls) offered by your fixed line network and VoIP providers, and determine which connection should be used specifically for these countries/locations, e.g. a dialling plan for the **Phone Number** "0033" would apply to every call made to France.
- Use dialling plans to define that numbers starting with a call-by-call number are always made via your fixed line network connection. To do so, enter the call-by-call number in the **Phone Number** field.

Defining dialling plans

▶ Open the following Web page: **Settings** ➔ **Telephony** ➔ **Dialling Plans**.

Area Dialling Plans

Specify dialling plans for your phone. Specify the following:

Phone Number

Enter the number or the first digits of the phone number (e.g. an area code) to which the dialling plan should apply (max. 15 digits).

Use Area Codes

Activate this option if the area code is to be added automatically for all calls via VoIP for the phone number in **Phone Number** or all phone numbers that begin with the digits in **Phone Number** (➔ Page 143).

Connection Type

The list shows all the VoIP connections that you have configured as well as your fixed line network connection. It also displays the name assigned to each connection.

▶ From the list, select the connection via which the number or numbers that start with the specified sequence of digits should be dialled.

Or:

▶ Select **Block** if the number or numbers that start with the specified sequence of digits should be blocked.

The display will show **Not possible!** if an attempt is made to dial a blocked number.

Comment (optional)

You can enter a description of the dialling plan here (maximum of 20 characters).

▶ Select **Add**.

The dialling plan is activated immediately.

A new empty line for a new dialling plan will appear if your phone still has enough space to add further plans.

Please note

If dialling plans overlap, the one with the greatest concordance will apply.

Example:

There is a dialling plan for the number "02" and one for the number "023". If you dial "0231..." the second plan will apply; if you dial "0208..." the first plan will apply.

Examples

- You want to block your phone for all 09 numbers.
  Dialling plan:
  Phone Number = 0190 **Connection Type** = **Block**
- All calls to the mobile phone network should be made via your VoIP connection with provider B.
  Dialling plans:
  Phone Number = 017 **Connection Type** = **IP3**, provider B
  and the corresponding entries for "015" and "016".

Activating/deactivating dialling plans

▶ Select the option in the **Active** column to activate/deactivate the corresponding dialling plan (☑ = activated).

A deactivated dialling plan will not take effect until it is reactivated.

Deleting dialling plans

▶ Select **Delete** next to the dialling plan you wish to delete.

The dialling plan is deleted from the list immediately. The space in the list is released.

Please note

Predefined dialling plans set as defaults (for emergency numbers) **cannot** be deactivated and **cannot** be deleted.

Emergency numbers

Dialling plans for emergency numbers (e.g. the **local** emergency service number) are preset for certain countries. The fixed line network is determined as the **Connection Type**.

These dialling plans cannot be deleted, deactivated or blocked. However, you can change the **Connection Type**.

This should only be changed if the phone is not connected to the fixed line network. If you choose a VoIP connection, please make sure the VoIP provider supports calls to emergency numbers.

If no emergency numbers are set by default, you should define dialling plans for emergency numbers yourself and assign them to a connection of which you know that it supports emergency calls. Deactivate the **Use Area Codes** option for these dialling plans. Calls to emergency numbers are always supported by fixed line networks.

Warning

- Emergency numbers cannot be dialled if the keypad lock is activated. Before dialling, press **and hold** the hash key #, to release the keypad lock.
- If you have activated an automatic area code (→ Page 143) and if no dialling plan for emergency numbers is defined, the area code will also be prefixed to emergency calls made via VoIP.

Activating/deactivating network mailbox, entering numbers

Many fixed network providers and VoIP providers offer answering machines on the network – these are known as network mailboxes.

Each network mailbox accepts incoming calls made via the corresponding line (fixed line network or corresponding VoIP phone number).

You can enter the number of the relevant network mailbox for each configured connection (VoIP, fixed line network) via the Web configurator. You can activate or deactivate the network mailbox for your VoIP connections.

- Open the following Web page: **Settings** → **Telephony** → **Network Mailbox**.

A list with all possible connections is displayed on the Web page. The names of the connections are displayed in the **Connection** column.

Entering numbers

- Enter the network mailbox number in the **Call number** column after the desired connection.

  With some VoIP providers your mailbox number will be downloaded together with the general VoIP provider data (→ Page 129), saved to your base station and displayed under **Call number**.
- Now select **Set** to save your settings.

Activating/deactivating the network mailbox

- You can activate (☑) and deactivate (☐) individual network mailboxes using the option in the **Active** column. Activating/deactivating is carried out by selecting the appropriate option. The change does not need to be saved.

Please note

You need to have **requested** the network mailbox for your fixed line network connection from your fixed line network provider.

Setting DTMF signalling for VoIP

DTMF signalling, for example, is required to check and control some network mailboxes via digit codes.

To send DTMF signals via VoIP you must first define how key codes should be converted into and sent as DTMF signals: as audible information via the speech channel or as a "SIP Info" message.

Ask your VoIP provider which type of DTMF transmission it supports.

▶ Open the following Web page: **Settings** ➜ **Telephony** ➜ **Advanced Settings**.

Area DTMF over VoIP connections

Make the required settings for sending DTMF signals.

▶ Activate **Audio** or **RFC 2833**, if DTMF signals are to be transmitted acoustically (in voice packets).

▶ Activate **SIP Info** if DTMF signals are to be transmitted as code.

▶ Now select **Set** to save your settings.

Please note

◆ The settings for DTMF signalling apply to all VoIP connections (VoIP accounts).

◆ DTMF signals cannot be transmitted in the audio path (**Audio**) on broadband connections (the G.722 codec is used).

Defining recall key functions for VoIP (Hook Flash)

Your VoIP provider may support special performance features. To make use of these features, your phone needs to send a specific signal (data packet) to the SIP server. You can assign this "signal" to your phone's recall key.

If you press the recall key during a VoIP call the signal will be sent to the server.

Precondition:

◆ DTMF reminders via SIP info messages is activated, i.e. the **SIP Info** option on this web page is activated (➜ Page 148).

◆ The R key is not used for call transfer, i.e. **Use the R key to initiate call transfer with the SIP Refer method.** = **No** is set for call transfer (➜ Page 149).

If one of these preconditions is not fulfilled, the field in the **Hook Flash (R-key)** area is hidden.

▶ Open the following Web page: **Settings** ➜ **Telephony** ➜ **Advanced Settings**.

Area Hook Flash (R-key)

▶ In the **Application Type** (maximum 31 characters) and **Application Signal** fields (maximum 15 characters), enter the data that you have received from your VoIP provider.

▶ Now select **Set** to save your settings.

The setting for the recall key applies to all registered handsets.

Configuring call transfer via VoIP

If you are toggling calls via VoIP connections, you can connect the two external callers (provider-dependent). You can configure settings for this type of call transfer.

▶ Open the following Web page: **Settings** → **Telephony** → **Advanced Settings**.

Area Call Transfer

▶ Make your settings for call transfer via VoIP in the following fields:

Use the R key to initiate call transfer with the SIP Refer method.

If you select **Yes**, the external parties you are toggling between will be connected when you press the R key [R]. Your connections with the callers will be terminated.

Transfer Call by On-Hook

If you select **Yes**, the external parties you are toggling between will be connected when you press the end call key [☎]. Your connections with the callers will be terminated.

Preferred Refer To

Define the protocol (the contents of the "Refer To" information) to which precedence should be given for call transfer:

Target's contact info
This protocol is recommended for "closed" networks (internal company and business networks).

Original URL
This protocol is recommended when the base station is connected to the Internet via a router with NAT.

Automatic Refer To

If you select **Yes**, the base station will automatically attempt to determine the best protocol.

If the base station cannot determine the best protocol, it will use the protocol defined in **Preferred Refer To**.

▶ Now select **Set** to save your settings.

Please note

For information on how to forward a call when you deactivate both **Use the R key to initiate call transfer with the SIP Refer method.** and **Transfer Call by On-Hook**, → Page 60.

Defining local communication ports for VoIP

Specify which local communication ports (port numbers) the telephone is to use for VoIP telephony. The ports must not be used by any other subscriber in the LAN.

The following communication ports are used for VoIP telephony:

- **SIP port**

  Communication port via which the phone receives (SIP) signalling data

- **RTP port**

  Two consecutive RTP ports (consecutive port numbers) are required for each VoIP connection. Voice data is received via one port and control data via the other.

You can set port numbers or port number areas for SIP and RTP ports, or set your telephone so that it can use any number of free ports from a predefined range of port numbers.

▶ Open the following Web page: **Settings** ➔ **Telephony** ➔ **Advanced Settings**.

Area Listen ports for VoIP connections

Use random ports

Click **No** if you want the phone to use the ports specified in the **SIP port** and **RTP port** fields.

Select **Yes**, if you do not want the phone to use fixed ports for **SIP port** and **RTP port**, but rather to use any free ports from predefined ranges of port numbers.

The use of random ports makes sense if you want several phones to be operated on the same router with NAT. The phones must then use different ports so that the router's NAT is only able to forward incoming calls and voice data to one (the addressed) phone.

Use random ports = No

SIP port Specify the port number for the SIP port. Enter a number between 1024 and 49152 in the field.

The default port number for SIP signalling is 5060.

The port number specified must not be in the **RTP port** number range.

RTP port Specify a range of port numbers that are to be used as RTP ports. This range must be used in the LAN (router) for the phone.

Enter the lowest port number in the left-hand field and the highest number in the right-hand field (numbers between 1024 and 55000).

Size of the port number range:

The difference between the port numbers must be at least **6** if you permit two simultaneous VoIP calls on your phone. The difference must be at least **4** if you only permit one VoIP call (➔ option **Allow 1 VoIP call only** on **Page 137**).

The lower of the port numbers in the range (in the left-hand field) must be an **even** number. If you enter an odd number, the next lowest even number will be selected automatically (e.g. if you enter 5003, then 5002 is set automatically).

The default port number for voice transmission is 5004.

Use random ports = Yes

SIP port Enter the port number range from which the SIP port is to be dialled.

Enter the lowest port number in the port number range in the left-hand field and the highest number in the right-hand field (numbers between 1024 and 49152).

This port number range must not overlap with the range specified for **RTP port**.

The default range is 5060 to 5076.

RTP port Specify a range of port numbers from which the RTP ports are to be dialled.

Enter the lowest port number in the port number range in the left-hand field and the highest number in the right-hand field.

The default range is 5004 to 5020.

▶ Now select **Set** to save your settings.

Messaging

Your Gigaset A580 IP base station has messaging functions that can be used via a handset with messaging capability, e.g. a **Gigaset** S67H, S68H, SL37H or C47H handset, which you can register to your base station.

The following messaging functions are available:

- Messenger functions

  The messenger client in your base station enables **instant messaging** (immediate message transfer, chatting). The phone supports the XMPP messenger (Jabber).

- E-mail functions

  Your phone checks at regular intervals whether new e-mail messages have arrived in your incoming e-mail server. On a handset with messaging capability, new e-mail messages are displayed in the form of e-mail notifications (e-mail sender and subject). You can read approximately the first 500 to 600 characters of a text e-mail on the handset.

Saving messenger access data

In order to be able to use your base station's messenger functions, you need to register a handset with messaging capability and save the access data for your messenger server in the phone.

Your base station is already registered with the Gigaset.net Jabber server. An account has been assigned to your phone. You can chat to other Gigaset.net subscribers via this account. To do this, you need to log on to the Gigaset.net messenger server via your PC's Web browser using only this account, and then create a buddy list (→ "**Setting up a Gigaset.net Jabber account**", **Page 153**).

You can also register with another instant messaging provider that supports XMPP Messenger (Jabber).

In order for you to use your phone's messenger to "go online" and "chat" on the Internet, the access data of a messenger server must be saved on your phone.

You can define a **Resource** name and a **Priority** for your phone. Both are required if you are logged in (online) on the messenger server with several devices (phone, desktop PC and laptop) at the same time using the same Jabber ID**.**

The **Resource** name is used to distinguish between these devices. The phone cannot log in to the messenger server if it does not have a resource name.

You should assign a **Priority** as each message will only be sent to one device for each Jabber ID. The **Priority** determines which of the devices receives the message.

Example

You are online using one of your phone's handsets and your PC both at the same time. You have assigned your phone (**Resource** name "**phone**") **Priority 5** and your PC (**Resource** name "PC") priority 10. In this case, any message addressed to your Jabber ID will be sent to your phone.

- Open the following Web page: **Settings** ➜ **Messaging** ➜ **Messenger**.
- In the **Messenger Account** field, select whether you wish to use the **Gigaset.net** Jabber server or another provider's messenger server (**Other**).

  The access data for **Gigaset.net** is already stored in the base station. It is displayed in **Jabber ID**, **Authentication password** and **Jabber server**. With this data you can also register with the Gigaset.net Jabber server through your PC.
- Enter the user ID (max. 50 characters) and password (max. 20 characters) that you used to register with the messenger server in the **Jabber ID** and **Authentication password** fields. If you have selected **Messenger Account** = **Gigaset.net** the fields are preset with your Gigaset.net account.
- In the **Jabber server** field, enter the IP address or the DNS name of the messenger server with which you are registered for instant messaging.

  Max. 74 alphanumeric characters.

  If you have selected **Messenger Account** = **Gigaset.net**, the field is preconfigured with the name of the Gigaset.net server.
- Enter the number of the communication port on the Jabber server in the **Jabber server port** field. The default port is 5222.

  If you have selected **Messenger Account** = **Gigaset.net,** the port number is preconfigured.
- Enter a resource name (max. 20 characters) in the **Resource** field.

  The default is: **phone**.
- Enter the priority for your phone in the **Priority** field. Select a number between -128 (highest priority) and 127 (lowest priority) for the priority.

  The default is: 5
- Select **Set**.

Setting up a Gigaset.net Jabber account

Your phone is already registered with the Gigaset.net Jabber server. An account has been assigned to your phone.

In order to chat with other Gigaset.net subscribers via this account, you must add the required Gigaset.net subscribers to a contact list (buddy list) on your PC. You can use any conventional Jabber client for this (e.g. PSI, Miranda; see e.g. http://www.swissjabber.ch).

Do the following so you can use your Gigaset.net Jabber account:

- Start the Web configurator, open the **Settings** ➜ **Messaging** ➜ **Messenger** Web page and select the **Messenger Account Gigaset.net** field. Your account data is displayed in **Jabber ID** and **Authentication password**. You will need these to create a buddy list via the Jabber client on the PC.
- Start your Jabber client on the PC.
- Enter your Gigaset.net **Jabber ID** on the Jabber client as a new account. The **Jabber ID** consists of your Gigaset.net number and "@jabber.gigaset.net".

  Example: 12345678901#9@jabber.gigaset.net
- Then enter your **Authentication password**.

Please note

- Do **not** select the option "Create new account". Your Gigaset.net Jabber account has already been created in Gigaset.net.
- The option "SSL connection" must be **deactivated** in the Jabber client.

▶ Now you can enter Gigaset.net subscribers as contacts (buddies).

For the Jabber ID of each subscriber, enter the subscriber's Gigaset.net number with "@jabber.gigaset.net" (example: 2141524901#9@jabber.gigaset.net).

A request to "Add to contact list" will be sent to the subscriber.

If the subscriber accepts this request, they will be added to your buddy list.

Please note

For information on how to go online with your handset with messaging capability and chat to or call buddies, please see the extensive user guides for the Gigaset S675 IP or C470 IP, for example. These are available on the Internet at:

www.gigaset.com

Making e-mail settings

You must store the address or DNS name of your incoming e-mail server and your personal access data in the phone and activate the e-mail check with the incoming e-mail server, so that the phone can establish a connection to the incoming e-mail server and connect to your mailbox.

▶ Open the following Web page: **Settings** ➔ **Messaging** ➔ **E-Mail**.

▶ Enter the user name (account name) agreed with the Internet provider (max. 74 characters) in the **Authentication Name** field.

▶ Enter the password agreed with the provider for accessing the incoming e-mail server (max. 32 characters; case sensitive) in the **Authentication password** field.

▶ Enter the name of the incoming e-mail server (POP3 server) (max. 74 characters) in the **POP3 Server** field. Example: pop.theserver.com.

▶ From the **Check for new e-mail** list select the time interval at which your phone should check if new messages have arrived in your incoming e-mail server. Select **Never** to deactivate the prompt. Select one of the other values to activate the prompt for new e-mail messages.

▶ Select the **Set** button to save the settings in your phone.

Please note

For information on how e-mail messages are displayed and opened on your handset with messaging-capability, please see the extensive user guides for the Gigaset S675 IP or C470 IP for example. These are available on the Internet at:
www.gigaset.com

Configuring info services/activating idle display

You can configure your registered Gigaset C47H handsets to display customised text information (e.g. weather reports, RSS feeds) in the idle display. To do this you must set the **Info Services** screensaver on the handset (→ Page 96). The same applies to a registered Gigaset C38H handset.

Configuring info services

Please note

The weather report is preset. It is shown in the handset's idle display as soon as you set the **Info Services** screensaver.

- Open the following Web page: **Settings** → **Services**.
- Click on the link in the **Info Services Configuration** area

  www.gigaset.net/myaccount

  or enter the URL into the address field of a different browser window.

  The Web page for Gigaset.net info services is opened. You are already registered with your Gigaset.net user ID. Your Gigaset.net user ID and your password are displayed in the **Info Services Configuration** area of the **Services** page of the Web configurator.

This will open a web page where you can compile your info service.

- Define which information should be sent regularly to your handset.

Activating the display of info services for Gigaset S67H, S68H, SL37H and C47H handsets

You can also display the selected text information on a Gigaset S67H, S68H, SL37H or C47H handset that is registered to your base station.

If one of these handsets is registered to your base station the **Activate Info Services** area in which you can activate the display for these handsets is displayed on the **Services** web page.

- Open the following Web page: **Settings** → **Services**.
- In the **Activate Info Services** area, activate **Yes** / **No** to activate or deactivate the display of text information.
- Select the **Set** button to save the settings in your phone.

If text information is available it is displayed in idle display on all registered Gigaset S67H, S68H, SL37H or C47H handsets for which the digital clock is set as the screensaver.

The text information overwrites the digital clock.

Selecting and registering online directories for access

You can use online directories (net directory and classified directory) on your handset. You can use your telephone's Web configurator to define which online directory you wish to use.

You can also elect to display the name under which the caller making an incoming call is saved in the online or Gigaset.net directory (**Display of caller's name**) – in the call display on the handset and in the caller list.

Precondition: This function is supported by the provider of the online directory.

- Open the following Web page: **Settings** ➜ **Services**.
  The settings are made in the **Online Directory** area.
- Select the provider whose online directory you wish to use from the **Provider** list. Select "**none**" if you do not wish to use an online directory.

The following fields are displayed depending on the **Provider** you select:

Authentication Name, Authentication password

These are displayed if you need to register with the provider to gain access to certain services:

- Some providers require you to register every time you want to access their online directory. They require registration with user name and password for access to the online directory. You will need to save this data to your base station.
- Other providers differentiate between standard and premium services. You can access standard services **without** entering user name and password.
  But you will have to register to use the premium services. You will need to save the access data in your base station to gain access to premium services.

- Enter the data received from the provider in the **Authentication Name** (max. 74 characters) and **Authentication password** (max. 20 characters) fields.
- Select the **Set** button to save the settings in your phone.

Please note

- How to use online directories on handsets, ➜ Page 69.
- In the handset's list of online directories (press and **hold**), provider-specific names of the online directory are displayed. The standard names **Online Directory** and **Yellow Pages** are displayed in the local directory**.**
- If you select "**none**" from the **Provider** list, the entries for online and classified directories will not be displayed in the handset's list of online directories.
  The directory entries for the online directory and the classified directories are retained, but you cannot establish a connection with them.

Changing internal handset numbers and names

Each handset is **automatically** assigned an internal number (1 to 6) and an internal name ("**INT 1**", "**INT 2**" etc.) when it registers with the base station (→ Page 88).

The internal numbers and names of all registered handsets can be changed.

Please note

For information on how to change internal names and numbers, → Page 90.

- Open the following Web page: **Settings** → **Handsets**.

The names and internal numbers of all registered handsets are displayed in the **Registered Handsets** area.

- Select the handset whose number/name you want to change.
- **Changing numbers:** Select the internal number that you want to assign to the handset in the **No.** column of the handset. If a handset with this internal number already exists, you will also have to change the number allocation for this handset. The internal numbers 1-6 can only be assigned once each.
- **Changing names:** If necessary, change the name of the handset in the **Name** column. The name may contain up to 10 characters.
- If necessary, repeat the process for other handsets.
- Select **Set** to save the settings.

The changes are saved in the internal lists of all registered handsets. Handsets are sorted by their internal numbers in the internal list. The order of the handsets in the list can therefore be changed.

Please note

If an internal number has been entered twice, a message will appear. The internal numbers are not changed.

Loading and deleting handset directories to/from the PC

The Web configurator has the following options for editing the directories of the registered handsets.

- Store the handset directories on a PC. Entries are stored in vCard format in a vcf file on the PC. You can edit these files with an ASCII editor (e.g. Notepad/Editor in Windows Accessories) and load them onto any registered handset. You can also transfer directory entries to your PC address book (e.g. Outlook Express™ address book).
- Copy contact details from your PC address book to handset directories. Export the contacts, e.g. with Outlook Express ™ to vcf files (vCards) and copy them to handset directories using the Web configurator.
- Delete the directory on the handset. If you have edited the directory file (vcf file) on the PC and would like to use this modified directory on the handset, you can delete the current directory from the handset first.

  Tip: Back up the current directory on your PC before deleting it. You can then load it back onto the handset if the modified directory is affected by formatting errors and some, or all, of it cannot be loaded onto the handset.

Please note

- You can find information on the vCard format (vcf) on the Internet, e.g. under: www.en.wikipedia.org/wiki/VCard or www.de.wikipedia.org/wiki/VCard (You can set the display language at the bottom left-hand side in the navigation area of the Web page.)
- If you want to transfer a handset directory (vcf file) saved on the PC that contains numerous entries to a Microsoft Outlook™ address book, please note the following:

  Microsoft Outlook™ only ever transfers the first (directory) entry from the vcf file to its address book.

Preconditions:

- The handset can send and receive directory entries.
- The handset is activated and is in idle status.

▶ Open the following Web page: **Settings** ➔ **Handsets**.

The names of all registered handsets are displayed in the **Directory** area.

▶ Select the handset for which you want to save or edit the directory. To do this, click on the option before the handset.

Loading the directory file from the PC to the handset

- In the **Transfer directory to handset** area, specify the vcf file you want to load on to the handset (complete path name), or select **Browse...** and navigate your way to the file.
- Select **Transfer** button to start the transfer.

The display will show how many of the entries from the vcf file are being transferred to the directory.

Transfer rules

The directory entries from a vcf file that are loaded onto the handset will be added to the directory. If an entry already exists for a name, it will either be supplemented or a new entry for the name will be created. The process will not overwrite or delete any phone numbers.

Please note

Depending on your handset type, up to 3 entries with the same name will be created in the handset directory for each vCard – one entry per entered number.

Loading the directory from the handset to the PC

- Select **Save** in the **Handset Directory** area. A Windows dialogue box will be shown to save the file.
- Enter the directory on the PC (complete path name) in which the directory file is to be stored. Select **Save** or **OK**.

Deleting the directory

- Select **Delete** in the **Handset Directory** area.
- Confirm the security prompt **Telephone directory of the selected handset will be deleted. Continue?** with **OK**.

This deletes all the entries in the directory, including the entries for online directories.

Please note

For how to delete the directory on the handset, → Page 67.

Directory file content (vcf file)

The following data (if available) is written into the vcf file for entry into the directory or transferred from a vcf file into the handset directory.

1 Name
2 First name
3 Number
4 Number (office)
5 Number (mobile)
6 E-mail address
7 Date (YYYY-MM-DD) and time of the reminder call (HH:MM) separated by a "**T**" (example: 2008-01-12T11:00).
8 Identification as VIP (X-SIEMENS-VIP:1)

Other information that a vCard may contain is not entered into the handset directory.

Example for an entry in vCard format:

BEGIN:VCARD
VERSION:2.1
N:Smith;Anna
TEL;HOME:1234567890
TEL;WORK:0299123456
TEL;MOBILE:0175987654321
EMAIL:anna@smith.com
BDAY:2008-01-12T11:00
X-SIEMENS-VIP:1
END:VCARD

Activating VoIP status message display

You can display VoIP status messages on your handset when there are VoIP connection problems. These messages give you information on the status of a connection and contain a provider-specific status code that helps the service team when they are analysing the problem.

▶ Open the following Web page: **Settings** ➔ **Handsets**.

Area VoIP Status

▶ Select **Yes** next to **Show VoIP status on handset** to activate the status message display.

If you select **No**, no VoIP status messages are displayed.

▶ Select **Set** to save the changes.

Please note

A table with possible status codes and their meaning can be found in the appendix, ➔ **Page 170**.

Starting a firmware update

If necessary, you can load updates of the base station firmware onto your phone.

The server on which Gigaset Communications makes new firmware versions available for your base station is set by default. The URL of this Internet server is displayed in the **Data server** field.

You should only change this URL under exceptional circumstances (e.g. if requested to do so due to a malfunction). This address is also used to load provider information from the Internet. You should therefore make a note of the default URL before you overwrite it. Otherwise, you will only be able to reactivate the default URL by resetting the base station back to the default settings (→ Page 103).

Please note

- When updating from the Internet, checks are made to ensure that no **newer** version of the firmware exists. If this is not the case, the operation is terminated.
- The firmware is only loaded from the Internet if you have not entered a local file in the **User defined firmware file** field prior to the update.

Preconditions:

- No calls are being made via the fixed line network or VoIP.
- There is no internal connection between registered handsets or to GHC devices.
- The base station menu is not open in any of the handsets.

▶ Open the following Web page: **Settings** → **Miscellaneous**.

▶ Select the **Update Firmware** button.

The firmware is updated. This process can take up to 3 minutes.

Please note

You can also start the firmware update on the handset (→ Page 105).

Firmware update from local firmware file

In exceptional circumstances you may receive, for example, a firmware file from Service that you can upload from the local PC to your telephone (e.g. because the firmware update via the Internet did not work).

Precondition: A Web server is running on the local PC (e.g. Apache).

- First load the firmware file onto your PC.
- In the **User defined firmware file** field, enter the IP address of the PC in your local network and the complete path and name of the firmware file on the PC (maximum 74 characters).
  Example: 192.168.2.105/A580IP/FW_file.bin.
- Select **Set** to save the changes.
- Select the **Update Firmware** button to start the update.

This setting is automatically used for **this particular** firmware update. The URL in the **Data server** field is saved and used again for subsequent firmware updates. You will have to re-enter the IP address and file name if you need to carry out another update with a firmware file on your local PC.

Please note

If an error arises during a firmware update from a local PC, the most recent version of the firmware is automatically downloaded from the Internet.

Activating/deactivating the automatic version check

When the version check is activated, the phone checks on a daily basis whether the Gigaset configuration server has a new version of the phone firmware or the provider profile (general provider data).

If a new version is available, a notification is sent to the handset and the message key will flash. You can then carry out an automatic update of the firmware (→ Page 105) or of the provider data.

- Open the following Web page: **Settings** → **Miscellaneous**.
- Select **Yes** next to **Automatic check for software/profile updates** to activate the automatic version check.
  Select **No** if you do not want a version check to be carried out.
- Select **Set** to save the changes.

Please note

If the telephone is not connected to the Internet at the time when the check for new versions is to be carried out (e.g. because the router is deactivated), the check is carried out as soon as the phone is reconnected to the Internet.

Copying the date/time from time server

The date and time are shown in the idle display of registered handsets. They are important, for example, for stating the correct time in the calls list and for the "alarm clock" function.

There are two methods for updating the time and date on your base station: manually with one of the registered handsets (→ Page 14) or automatically by synchronisation with a time server on the Internet.

Activate/deactivate synchronisation with a time server as follows:

- Open the following Web page: **Settings** → **Miscellaneous**.
- In the **Automatic adjustment of System Time with Time Server** field select **Yes** to activate synchronisation between base station and a time server. If you select **No** the base station will not adopt time settings from a time server. In this case you should set the time and date manually using a handset.
- The **Last synchronisation with time server** field shows the last time the base station compared the time and date settings with a time server.
- In the **Time Server** field, enter the Internet address or name of the time server from which the base station should adopt its time and date settings (maximum 74 characters). The time server "europe.pool.ntp.org" is set as default on the base station. You can overwrite the setting.
- From the **Country** list, select the country in which your base station is being operated.
- The **Time Zone** field shows the valid time zone for the **Country**. It shows the deviation between local time (not summer time) and Greenwich Mean Time (GMT).

  If a country is divided into various time zones, they will all appear in the list. Select the appropriate **Time Zone** for the base station from the list.
- The **Automatically adjust clock to summer-time changes** field will be displayed if your time zone differentiates between summer time and standard time.

  Select **On** if you want the time to change automatically to summer time or standard time when summer time begins and ends respectively.

  Select **Off** if you do not want to change to summer time.

  Please note: If the date and time are updated by a time server that automatically switches between summer time and standard time, you must always select **Off** here.
- Select the **Set** button to save the settings in your phone.

Once you have activated synchronisation, the time and date will be compared with a time server as soon as an Internet connection is established.

Synchronisation will usually occur once a day (at night) if synchronisation is activated. Any additional synchronisation will take place only after each new system start of the base station (e.g. after a firmware update or a power cut).

If you register a new handset on your base station it will assume the time and date of the base station without any additional synchronisation with the time server.

Date and time settings are transferred to every handset after synchronisation.

Please note

- The default time server "europe.pool.ntp.org" will remain stored in the base station even if you overwrite it. If you delete your time server from the **Time Server** field and synchronisation is still activated, the base station will continue to synchronise with the default time server. However, it will no longer appear in the **Time Server** field.
- If you have entered your own time server in the **Time Server** field and the base station is unable to synchronise for ten consecutive attempts, the base station will synchronise with the default time server on the next synchronisation.
- If you have deactivated synchronisation with a time server, and if the date and time are not set on any handset, then the base station will attempt to reference date and time settings from the CLIP information of an incoming call.

Querying the phone status

General information about your phone is displayed.

▶ In the menu list, select the **Status** tab.

The following information is displayed:

Area: IP Configuration

IP address The phone's current IP address within the local network. For assigning the IP address, → Page 122.

MAC address

The phone's device address.

Area: Software

Firmware version

Version of the firmware currently downloaded on the phone. You can download updates of the firmware to your phone (→ Page 105). Firmware updates are available on the Internet.

EEPROM version

Version of your phone's EEPROM storage chip (→ Page 193).

Customer Service & Assistance

Do you have any questions? As a Gigaset customer, you can find help quickly in this User Manual and in the service section of our Gigaset online portal www.gigaset.com/service.
Please register your phone online right after purchase.
This enables us to provide you with even better service regarding questions or a warranty claim. In order to contact our customer service via email, please use the email contact form from our Gigaset online portal after selecting your home country.
Our representatives are also available on the telephone hotlines for consultation.

Australia 1300 780 878
Austria 0043 1 311 3046
Bahrain 97 31 73 11 173
Belgium 0 78 15 66 79
Bosnia Herzegovina 033 276 649
Brazil 4003 3020
(grandes cidades e regiões metropolitanas - Custo de uma ligao local)
. . . . . 0800 888 3020
(demais localidades - Gratuito)
Bulgaria . . . . . +359 2 9710666
(0.50 евро на минута от всички държави за стационарни телефони. За обаждания от мобилни телефони може да има други цени).
Canada 1-866 247-8758
China . . . . . 0 21 400 670 6007 (RMB 0.11)
Croatia . . . . . 01 2456 555 (0,23 Kn)
Czech Republic . . . . . +420 23303 2727
Denmark . . . . . +45 (0) 35 25 86 00
Finland 09 231 134 25
France . . . . . +33 170 706 181
Coût d'un appel local depuis une ligne fixe France Télécom.
Germany 01805 333 222
Der Anruf kostet Sie aus den deutschen Festnetzen 0,14 € pro Minute. Die Preise für Anrufe aus den deutschen Mobilfunknetzen können hiervon abweichen; ab dem 1.3.2010 betragen sie höchstens 0,42 € pro Minute.
Greece 801-1000 500
(Χρέωση 0,0026 € το λεπτό για το σταθερό δίκτυο της Ελλάδας. Για κλήσεις από κινητό ίσως ισχύουν άλλες χρεώσεις)
Hong Kong 2763 0203
. . . . . 2389 7285
Hungary . . . . . 06 14 71 24 44 (27 Ft)
India . . . . . Please refer to your
. . . . . local warranty card
Indonesia . . . . . (62-21) 5673813
. . . . . (62-21) 888856000
Ireland 18 50 77 72 77
Italy 199.15.11.15
(€ cent 8,36 + IVA al minuto da telefono fisso della rete Telecom Italia senza scatto alla risposta mentre per le chiamate effettuate attraverso la rete di altri operatori fissi o mobili consultate le tariffe del vostro operatore)
Jordan 00962 6 5625460/1/2
Kuwait . . . . . +965 -22458737/22458738
Lebanon . . . . . +9611240259/
. . . . . +9611236110
Luxembourg . . . . . +352 8002 3811
Malaysia . . . . . +603-8076 9696
Malta . . . . . +390 2360 46789 (0,10 €)
Mexico
. . 01800 999 4442738 (01800 999 GIGASET)
Netherlands 0900-3333102
(0,25 € per minuut (vast net). Voor oproepen uit het mobiele netwerk kunnen andere prijzen gelden.)
New Zealand 0800 780 878
Norway 22 70 84 00
(Oppstartskost 89 øre + 15 øre pr minutt fra fasttelefon linje. For samtaler fra mobil vil det gjelde egne priser.)
Oman . . . . . +968 709281 Ext. 49/21/75
Poland 0 801 140 160
Portugal . . . . . (351) 808 781 223
(custo de uma chamada local)
Romania . . . . . +40 021 204 9130
Russia 8 (495) 2281312
Serbia 0800 222 111
Singapore 6735 9100
Slovak Republic . . . . 02 59 68 22 66 (4,428 sk)
Slovenija 0 14 74 63 36
South Africa . . . . . +2711 46 13 181
Spain 902 103935
Sweden 08-750 99 11
Switzerland 0848 212 000
Taiwan 02 266 24343
Turkey 0216 459 98 59
Ukraine . . . . . +380-44-451-71-72
United Arab Emirates . . . . . +97144458255/
. . . . . +97144458254
United Kingdom 0 84 53 67 08 12
USA 1-866 247-8758
Vietnam 1900 545 416

For questions about VoIP access, please contact the respective service provider.

Please have your record of purchase ready when calling.
Replacement or repair services are not offered in countries where our product is not sold by authorised dealers.

Questions and answers

If you have any questions about the use of your phone, you can contact us 24/7 at www.gigaset.com/customercare. The table below contains a list of common problems and possible solutions.

Please note

To support the service team, it can be helpful if you have the following information to hand:

- Version of firmware, EEPROM and your phone's MAC address
  You can check this information with the Web configurator (→ Page 164). For how to display the MAC address on your handset, → Page 111.
- VoIP status code (→ Page 170)
  For problems with VoIP connections, you should set VoIP status messages to be displayed on your handset (→ Page 108, Page 160). These messages contain a status code that helps when the problem is analysed.

The display is blank. 1. The handset is not switched on. ▸ Press and **hold** the end call key. 2. The battery is flat. ▸ Charge the battery or replace it (→ Page 12).
"Base" is flashing in the display. 1. The handset is out of range of the base station or the base station's range has decreased because Eco mode is active. ▸ Move the handset closer to the base station. ▸ If necessary, deactivate Eco mode (→ Page 84). 2. The handset has been de-registered. ▸ Register the handset (→ Page 87). 3. The base station is not switched on. ▸ Check the base station's mains adapter (→ Page 18). 4. The base station firmware is currently being updated (automatically). ▸ Please wait until the update is complete.
Handset does not ring. 1. The ringer is deactivated. ▸ Activate the ringer (→ Page 100). 2. Call forwarding set to **All Calls**. ▸ Deactivate call forwarding (fixed line network → Page 56; VoIP → Page 58/ Page 142).
You cannot hear a ringer/dialling tone from the fixed line network. The phone cord supplied has not been used or has been replaced by a new cord with the wrong pin connections. ▸ Please always use the phone cord supplied or ensure that the pin connections are correct when purchasing from a retailer (→ Page 178).

Error tone sounds after system PIN prompt.

You have entered the wrong system PIN.
- Re-enter system PIN.

Have you forgotten the system PIN?
- Reset the base station to set the system PIN back to 0000 (➜ Page 103).

The other party cannot hear you.

You have pressed the INT key or the Mute display key. The handset is "muted".
- Press the On display key to re-activate the microphone (➜ Page 47).

When making calls from the fixed line network, the caller's phone number is not displayed although CLIP (➜ Page 43) **is set.**

Calling Line Identification is not enabled.
- The **caller** should ask his network provider to enable Calling Line Identification (CLI).

You hear an error tone when keying an input (a descending tone sequence).

Action has failed/invalid input.
- Repeat the operation.
  Watch the display and refer to the user guide if necessary.

You cannot connect to the router and the phone is assigned a static IP address.

- Check on the router whether the IP address is already being used by another device in the LAN or belongs to the block of IP addresses that is reserved on the router for dynamic address assignment.
- If necessary, change the phone's IP address (➜ Page 108).

You have made a call via VoIP but cannot hear the other caller.

Your phone is connected to a router with NAT/firewall.
- Your STUN server (➜ Page 132) or outbound proxy (➜ Page 133) settings are incomplete or incorrect. Check the settings.
- No outbound proxy is entered or the outbound proxy mode **Never** is activated (➜ Page 133) and your phone is connected to a router with symmetric NAT or a blocking firewall.
- Port forwarding is activated on your router, but no permanent IP address has been assigned to your phone.

You cannot make calls via VoIP. Server not accessible is displayed.

- First wait a few minutes. This is often a short-term event that corrects itself after a short time.

If the message continues to be displayed, proceed as follows:
- Check whether your phone's Ethernet cable is correctly connected to the router.
- Check your router's cable connection to the Internet.
- Check whether the phone is connected to the LAN. Send a ping command, e.g. from your PC, to the phone (ping ␣ <local IP address of the phone>). It may be that no IP address could be assigned to the phone or a permanently set IP address is already assigned to another LAN subscriber. Check the settings on the router, you may have to activate the DHCP server.

You cannot make calls via VoIP. SIP registration failed is displayed.

- First wait a few minutes. This is often a short-term event that corrects itself after a short time.

The message may still be displayed for the following reasons:

1. The personal VoIP access data (**Username, Authentication Name** and **Authentication Password**) that you have entered may be incomplete or incorrect.
   - Check your information. Particularly check your use of upper and lower case.
2. The general settings for your VoIP provider are incomplete or incorrect (incorrect server address).
   - Start the Web configurator and check the settings.

You cannot make calls via VoIP. VoIP config. error: xxx appears in the display (xxx = VoIP status code).

You are trying to make a call via a VoIP connection that is not properly configured.

- Start the Web configurator and check the settings. Possible status codes and their meanings are listed on **Page 170**.

The phone does not dial an entered number. The display shows **Not possible!**.

The number may be blocked (dialling plan).

- Open the **Dialling Plans** Web page of the Web configurator and delete or deactivate the block if necessary.

You cannot establish a connection to the phone with your PC's Web browser.

- When establishing a connection, check the phone's local IP address that has been entered. You can check the IP address on your handset.
- Check the LAN connections for the PC and phone.
- Check that your phone can be reached. Send a ping command, e.g. from your PC, to the phone (ping ␣ <local IP address of the phone>).
- You have tried to reach the phone via a secure http (https://...). Try again with http://....

You cannot be reached for calls from the Internet.

- There is no entry for your phone in your router's routing table. Check the settings for the **NAT refresh time** (→ **Page 133**).
- Your phone is not registered with the VoIP provider.
- You have entered the wrong user ID or an incorrect domain (→ **Page 130**).

No firmware update or VoIP profile download is carried out.

1. If **Not possible, try later.** is displayed, the VoIP connections may be busy or a download/update is already being carried out.
   - Repeat the process at a later time.
2. If **File corrupt** is displayed, the firmware or profile file may be invalid.
   - Please only use firmware and downloads that are made available on the preconfigured Gigaset configuration server (→ Page 161) or at www.gigaset.com/customercare.
3. If **Server not available** is displayed, the download server may not be accessible.
   - The server is currently not accessible. Repeat the process at a later time.
   - You have changed the preconfigured server address (→ Page 161). Correct the address. If necessary, reset the base station.
4. If **Transmission error XXX** is displayed, an error has occurred during the transmission of the file. An HTTP error code is displayed for XXX.
   - Repeat the process. If the error occurs again, consult the Service department.
5. If **Please check IP settings** is displayed, your phone may not be connected to the Internet.
   - Check the cable connections between the phone and router and between the router and the Internet.
   - Check whether the phone is connected to the LAN, i.e. it can be reached at its IP address.

You cannot listen to or control a network mailbox.

VoIP:
Your VoIP provider does not support the type of DTMF signalling set up on your phone.
- Ask your VoIP provider which signalling it supports and change the settings on your phone (→ Page 148) if necessary.

When operating the base station within a PABX:
Your PABX is set for dial pulsing.
- Set your PABX to tone dialling.

No time is specified for a message in the calls list.

Date and time have not been set.
- Set date/time (→ Page 14) or
- Activate base station synchronisation with a time server on the Internet (→ Page 163).

VoIP status codes

If you have problems with your VoIP connections, activate the **Status on HS** function (➜ Page 111, Page 160). You will then receive a VoIP status code that will help you analyse the problem. Give the code to the Service department for the analysis of the problem.

In the following tables you will find the meaning of the most important status codes and messages.

Status code	Meaning
0x31	VoIP config. error: IP domain not entered.
0x33	VoIP config. error: SIP user name (**Authentication Name**) not entered. This is shown, for example, when dialling with a line suffix, if no connection is configured for the suffix on the base station.
0x34	VoIP config. error: SIP password (**Authentication password**) not entered.
0x300	The called party can be reached under several phone numbers. If the VoIP provider supports this, a list of the phone numbers is transmitted as well as the status code. The caller can select to which number he wants to make the connection.
0x301	Permanently redirected. The called party can no longer be reached under this number. The new number is transferred to the phone together with the status code and the phone then no longer accesses the old number but dials the new address immediately.
0x302	Temporarily redirected. The phone is informed that the called party cannot be reached under the dialled number. The call is redirected for a limited period. The phone is also notified of the length of the redirection.
0x305	The query is sent to a different "proxy server", e.g. to balance incoming queries. The phone will make the same query once again to another proxy server. This is not a redirection of the address per se.
0x380	Other service: The query or call could not be transferred. But the phone is notified what other options there are to be able to connect the call.
0x400	Wrong call
0x401	Not authorised
0x403	The requested service is not supported by the VoIP provider.
0x404	Wrong phone number. No connection on this number. Example: In a local call you have not dialled the area code although your VoIP provider does not support local calls.
0x405	Method not permitted.
0x406	Not acceptable. The requested service cannot be provided.
0x407	Proxy authentication required.
0x408	The party cannot be reached (e.g. account has been deleted).
0x410	The requested service is not available from the VoIP provider.
0x413	Message is too long.

Status code	Meaning
0x414	URI is too long.
0x415	Query format is not supported.
0x416	URI is faulty.
0x420	Incorrect ending
0x421	Incorrect ending
0x423	The requested service is not supported by the VoIP provider.
0x480	The dialled number is temporarily unavailable.
0x481	The recipient is not available.
0x482	Double service query
0x483	Too many "jumps": The query was rejected because the service server (proxy) has decided that this query has already passed through too many service servers. The maximum number is defined beforehand by the original sender of the query.
0x484	Wrong number: In most cases this response means that you have simply omitted one or more digits in the phone number.
0x485	The URI dialled is not unique and cannot be processed by the VoIP provider.
0x486	The called party is busy.
0x487	General faults: The call was cancelled before a call was established. The status code confirms receipt of the interruption signal.
0x488	The server cannot process the query because the data entered in the media description is not compatible.
0x491	The server notifies that the query will be processed as soon as a previous query has been completed.
0x493	The server rejects the query because the phone cannot decrypt the message. The sender has used an encryption method that neither the server nor the receiver phone can decrypt.
0x500	The proxy or the receiving device has discovered a fault while executing the query. It is therefore impossible to execute the query. If this occurs, the caller or the phone displays the fault and repeats the query after a few seconds. The number of seconds after which the query can be repeated may be transmitted to the caller or phone by the receiving device.
0x501	The query cannot be processed by the recipient because the recipient does not have the functionality that the caller requires. If the recipient understands the query but does not process it because the sender does not have the necessary rights or the query is not permitted in the current context, status code 405 is transmitted instead of 501.
0x502	In this case, the receiving device that transmits this error code is a proxy or a gateway and has received an invalid response from its gateway via which this query is to be processed.
0x503	The query cannot be processed by the receiving device or the proxy at present because the server is either overloaded or is being serviced. If it is possible for the query to be repeated in the foreseeable future, the server informs the caller or the phone of this.

Status code	Meaning
0x504	Time limit exceeded at the gateway.
0x505	The server rejects the query because the indicated version number of the SIP protocol does not concur with at least the version that is used by the server or SIP device involved in this query.
0x515	The server rejects the query because the message exceeds the maximum permitted size.
0x600	The called party is busy.
0x603	The called party has rejected the call.
0x604	The called URI does not exist.
0x606	The communication settings are not acceptable.
0x701	The called party has hung up.
0x703	Connection cancelled because of time-out.
0x704	Connection cancelled because of a SIP error.
0x705	Wrong dialling tone
0x706	No connection established
0x751	Busy tone: No codec match between the calling and called party.
0x810	General socket layer error: User is not authorised.
0x811	General socket layer error: Wrong socket number
0x812	General socket layer error: Socket is not connected.
0x813	General socket layer error: Memory error.
0x814	General socket layer error: Socket not available – check IP settings / connection problem / VoIP setting incorrect.
0x815	General socket layer error: Illegal application on the socket interface.

Checking service information

You may need the service information of your phone (base station and handset) for Customer Services.

Base station service information

Precondition: You are conducting an external call. The connection has been established for at least 8 seconds.

Menu ➔ **Service Info**
Confirm selection with OK.

The following information/functions can be selected with ▲▼:

1: Serial number of the base station (RFPI)
2: Serial number of your handset (IPUI)
3: Informs the service employees of the base station settings (in hex diagram), e.g. the number of registered handsets, repeater mode. The last 4 digits indicate the number of operating hours (hexadecimal).
4: Variant (digits 1 to 2), version of the base station firmware (digits 3 to 5).
5: Gigaset.net number of your phone. With this number a service employee can call you over the Internet without you needing to be registered with a VoIP provider. This means that the employee can test online connections and VoIP telephony irrespective of the VoIP provider.
6: Device number of the base station. This contains additional information for the service employer.

Unlock system
Confirm selection with OK.
If necessary you can clear a provider-specific device lock with a corresponding code.

Update profile
Confirm selection with OK.
The current profiles of your VoIP providers (general provider data of all configured VoIP connections) are automatically loaded onto your phone. The general settings for all the VoIP connections are updated; profiles for these are available on the Gigaset server.

Handset service information

When the handset is in idle status:

Press the display key Menu.

▶ Press the following keys one after the other: * # 0 + 6 # 0

The information displayed on the handset includes:

1: Serial number (IPUI)

2: Number of operating hours

3: Variant, version of handset software

Authorisation

This device is intended for analogue phone lines in your network.

Voice over IP telephony is possible with an additional modem via the LAN interface.

Country-specific requirements have been taken into consideration.

We, Gigaset Communications GmbH, declare that this device meets the essential requirements and other relevant regulations laid down in Directive 1999/5/EC.

A copy of the 1999/5/EC Declaration of Conformity is available at this Internet address: www.gigaset.com/docs

CE 0682

Environment

Our environmental mission statement

Gigaset Communications GmbH assumes social responsibility and is actively committed to a better world. Our ideas, technologies and actions serve people, society and the environment. The aim of our global activity is to secure sustainable life resources for humanity. We are committed to a responsibility for our products that comprises their entire life cycle. The environmental impact of products, including their manufacture, procurement, distribution, utilization, service and disposal, are already evaluated during product and process design.

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

Environmental management system

Gigaset Communications GmbH is certified pursuant to the international standards EN 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.

Ecological energy consumption

The use of ECO DECT (→ Page 84) saves energy and makes an active contribution towards protecting the environment.

Disposal

Batteries should not be disposed of in general household waste. Observe the local waste disposal regulations, details of which can be obtained from your local authority.

All electrical and electronic equipment must be disposed of separately from general household waste using the sites designated by local authorities.

If a product displays this symbol of a crossed-out rubbish bin, the product is subject to European Directive 2002/96/EC.

The appropriate disposal and separate collection of used equipment serve to prevent potential harm to the environment and to health. They are a precondition for the re-use and recycling of used electrical and electronic equipment.

For further information on disposing of your used equipment, please contact your local authority, your refuse collection service.

Appendix

Care

Wipe the base station, charging cradle and handset with a **damp** cloth (do not use solvent) or an antistatic cloth.

Never use a dry cloth. This can cause static.

Contact with liquid ⚠

If the handset has come into contact with liquid:

1. **Switch off the handset and remove the battery pack immediately**.
2. Allow the liquid to drain from the handset.
3. Pat all parts dry, then place the handset with the battery compartment open and the keypad facing down in a dry, warm place **for at least 72 hours** (**not** in a microwave, oven etc.).
4. **Do not switch on the handset again until it is completely dry.**

When it has fully dried out, you will normally be able to use it again.

Specifications

Recommended batteries

Technology: Nickel-metal-hydride (NiMH)

Size: AAA (Micro, HR03)

Voltage: 1.2 V

Capacity: 550–1000 mAh

We recommend the following battery types, because these are the only ones that guarantee the specified operating times, full functionality and long service life:

- GP 700 mAh
- Yuasa Phone 700 mAh
- Yuasa Phone 800 mAh
- Yuasa AAA 800
- Peacebay 600 mAh

The device is supplied with two approved batteries.

Handset operating times/charging times

The operating time of your Gigaset depends on the capacity and age of the batteries and the way they are used. (All times are maximum possible times).

	Capacity (mAh) approx.			
	550	650	800	1000
Standby time (hours)	180	210	265	330
Talktime (hours)	23	25	33	41
Operating time for 1.5 hrs of calls per day (hours)	80	95	115	145
Charging time, base station (hours)	8	10	12	15
Charging time, charging cradle (hours)	6	7	9	11

At the time of going to print, batteries up to 800 mAh were available and had been tested in the system. Due to the constant progression in battery development, the list of recommended batteries in the FAQ section of the Gigaset Customer Care pages is regularly updated:

www.gigaset.com/customercare

Base station power consumption

The power consumption for the base station is approx. 1.3 watt.

Power consumption of the charging cradle

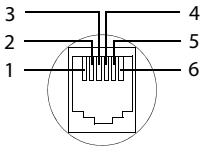
Charging (max. charge current):	approx. 1.4 watt
Sustained charge:	approx. 0.6 watt
Not charging (only the network adaptor):	approx. 0.3 watt

General specifications

Interfaces	Fixed line network, Ethernet
No. of channels	60 duplex channels
Radio frequency range	1880-1900 MHz
Duplex method	Time multiplex, 10 ms frame length
Channel grid	1728 kHz
Bit rate	1152 kbit/s
Modulation	GFSK
Language code	32 kbit/s
Transmission power	10 mW, average power per channel
Range	up to 300 m outdoors, up to 50 m indoors
Base station power supply	230 V ~/50 Hz
Environmental conditions in operation	+5°C to +45°C; 20% to 75% relative humidity
Codecs	G.711, G.726, G.729AB with VAD/CNG, G.722
Quality of Service	TOS, DiffServ
Protocols	DECT, GAP, SIP, RTP, DHCP, NAT Traversal (STUN), HTTP
Dialling mode	DTMF (tone dialling)/DP (dial pulsing)

Pin connections on the telephone jack

If you buy a replacement phone cord from a retailer, make sure that the phone jack has the correct pin assignment.



1 unused
2 unused
3 a
4 b
5 unused
6 unused

Writing and editing text

The following rules apply when writing text:

- Use [▲] [▼] to move the cursor to the right or left.
- Characters are inserted to the left of the cursor.
- The first letter of the name of directory entries is automatically capitalised, followed by lower case letters.

Writing text/names

Press the relevant key several times to enter letters/characters.

Standard characters

	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x
1	␣ 1)	↵ 2)	1							
2 abc	a	b	c	2	ä	á	à	â	ã	ç
3 def	d	e	f	3	ë	é	è	ê		
4 ghi	g	h	i	4	ï	í	ì	î		
5 jkl	j	k	l	5						
6 mno	m	n	o	6	ö	ñ	ó	ò	ô	õ
7 pqrs	p	q	r	s	7	ß				
8 tuv	t	u	v	8	ü	ú	ù	û		
9 wxyz	w	x	y	z	9	ÿ	ý	æ	ø	å
0 +	.	,	?	!	0					

1) ..... Space
2) ..... Line break

When you press and **hold** a key, the characters of that key appear in the display and are highlighted one after the other. When you release the key, the highlighted character is inserted into the input field.

Setting upper/lower case or digits

Press the hash key [# ⇧] **briefly** to switch from "Abc" mode to "123" and from "123" to "abc" and from "abc" to "Abc" (upper case: 1st letter upper case, all others lower case). Press the hash key [# ⇧] **before** entering the letter.

You can see briefly in the display whether upper case, lower case or digits is selected.

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Small Parts Dispatch, Bocholt, Germany

E-mail: kleinteileversand.com@gigaset.com

Fax: 0049 2871 / 91 30 29

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Version 2.1, February 1999

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Section 6 states terms for distribution of such executables.

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Accessories

Gigaset handsets

Upgrade your Gigaset to a cordless PABX:

Gigaset A58H handset

- Illuminated graphic display
- Illuminated keypad
- Handsfree function
- Polyphonic ringer melodies
- Directory for around 150 entries
- SMS (precondition: CLIP must be enabled)

www.gigaset.com/gigaseta58h

Gigaset C38H handset

- Illuminated graphic colour display (65k colours)
- Illuminated keypad
- Handsfree function
- Polyphonic ringer melodies
- Directory for around 150 entries
- SMS (precondition: CLIP must be enabled)
- Headset socket

www.gigaset.com/gigasetc38h

Gigaset C47H handset

- Illuminated graphic colour display (65k colours)
- Illuminated keypad
- Handsfree function
- Polyphonic ringer melodies
- Directory for around 150 entries
- SMS (precondition: CLIP must be enabled)
- Headset socket
- Room monitor

www.gigaset.com/gigasetc47h

Gigaset S67H or S68H handset

- HDSP ready
- Illuminated graphic colour display (65k colours)
- Illuminated keypad
- Handsfree function
- Polyphonic ringer melodies
- Directory for around 250 entries
- Picture CLIP
- SMS (precondition: CLIP must be enabled)
- Headset socket
- Bluetooth (Gigaset S68H only)
- Room monitor

www.gigaset.com/gigasets67h

www.gigaset.com/gigasets68h

Gigaset SL37H handset

- HDSP ready
- Illuminated graphic colour display (65k colours)
- Illuminated keypad
- Handsfree function
- Polyphonic ringer melodies
- Directory for around 250 entries
- Picture CLIP
- SMS (precondition: CLIP must be enabled)
- PC interface e.g. for managing directory entries, ringers and screensavers
- Headset socket
- Bluetooth
- Room monitor
- Walky-talky function

www.gigaset.com/gigasetsl37h

Gigaset S45 handset

- Illuminated colour display (4096 colours)
- Illuminated keypad
- Handsfree function
- Polyphonic ringer melodies
- Directory for around 150 entries
- SMS (precondition: CLIP must be enabled)
- Headset socket
- Room monitor

www.gigaset.com/gigasets45

Gigaset repeater

The Gigaset repeater can be used to increase the reception range of your Gigaset handset to the base station.

www.gigaset.com/gigasetrepeater

All accessories are available from your phone retailer.

Gigaset Original Accessories

Only use original accessories. This will avoid possible health risks and personal injury, and also ensure that all the relevant regulations are complied with.

Glossary

A

ADSL Asymmetric Digital Subscriber Line

Special form of DSL.

ALG Application Layer Gateway

NAT control mechanism of a router.

Many routers with integrated NAT use ALG. ALG lets the data packets in a VoIP connection pass and adds the public IP address of the secure private network.

The router's ALG should be deactivated if the VoIP provider offers a STUN server or an outbound proxy.

→ Firewall, NAT, Outbound proxy, STUN

Authentication

Restriction of access to a network/service by use of an ID and password to log in.

Automatic ringback

→ Ringback when the call is not answered.

B

Block dialling

Enter the complete phone number, and correct it if necessary. Then pick up the handset or press the handsfree key to dial the phone number.

Broadband Internet access

→ DSL.

Buddy Subscriber with whom you exchange brief messages on the Internet in real time (chatting).

→ Instant messaging.

C

CF Call Forwarding (Call Diversion)

→ Call forwarding (Call Diversion).

Call waiting

= CW.

VoIP provider feature. A beep during a call indicates that another caller is waiting. You can accept or reject the second call. You can activate/deactivate the feature.

Call forwarding (Call Diversion)

CF

Automatic forwarding (CF) of a call to a different telephone number. There are three kinds of call forwarding:

- CFU, Call Forwarding Unconditional
- CFB, Call Forwarding Busy
- CFNR, Call Forwarding No Reply

Chatting Form of communication on the Internet. During a chat, brief messages are exchanged between the communicating parties in real time. Chatting in this sense is understood to be a written form of communication.

Client Application that requests a service from a server.

Codec Coder/decoder

Codec is a procedure that digitalises and compresses analogue voice before it is sent via the Internet, and decodes – i.e. translates into analogue voice – digital data when voice packets are received. There are different codecs, with differing degrees of compression, for instance.

Both parties involved in the telephone connection (caller/sender and recipient) must use the same codec. This is negotiated between the sender and the recipient when establishing a connection.

The choice of codec is a compromise between voice quality, transmission speed and the necessary bandwidth. A high level of compression, for example, means that the bandwidth required for each voice connection is low. However, it also means that the time needed to compress/decompress the data is greater, which increases execution time for data in the network and thus impairs voice quality. The time required increases the delay between the sender speaking and the recipient hearing what has been said.

COLP/COLR

Connected Line Identification Presentation/Restriction

Feature provided by a VoIP connection for outgoing calls.

COLP displays the phone number accepting the call on the calling party's display unit.

The number of the party accepting the call is different to the dialled number, e.g. if the call is forwarded or transferred.

The called party can use COLR (Connected Line Identification Restriction) to prevent the number from appearing on the calling party's display.

Consultation call

You are on a call. With a consultation call, you interrupt the conversation briefly to establish a second connection to another participant. If you terminate the connection to this participant immediately, then this was a consultation call. If you switch between the first and second participant, it is called **Toggling**.

CW Call Waiting

→ **Call waiting**.

D

DHCP Dynamic Host Configuration Protocol

Internet protocol that handles the automatic assignment of **IP addresses** to **Network subscribers**. The protocol is made available in the network by a server. A DHCP server can, for example, be a router.

The phone contains a DHCP client. A router that contains a DHCP server can assign the IP addresses for the phone automatically from a defined address block. The dynamic assignment means that several **Network subscribers** can share one IP address, although they can only use it alternately and not simultaneously.

With some routers you can specify that the IP address for the phone is never changed.

Displayed name

VoIP provider feature. You can specify any name that is to be shown to the other party during a call instead of your phone number.

DMZ (Demilitarised Zone)

DMZ describes a part of a network that is outside the firewall.

A DMZ is set up, as it were, between a network you want to protect (e.g. a LAN) and a non-secure network (e.g. the Internet). A DMZ permits unrestricted access from the Internet to only one or a few network components, while the other network components remain secure behind the firewall.

DNS Domain Name System

Hierarchical system that permits the assignment of **IP addresses** to **Domain names** that are easier to memorise. This assignment has to be managed by a local DNS server in each (W)LAN. The local DNS server determines the IP address, if necessary by enquiring about superordinate DNS servers and other local DNS servers on the Internet.

You can specify the IP address of the primary/secondary DNS server.

→ **DynDNS**.

Domain name

Name of one (of several) web server(s) on the Internet (e.g. gigaset.net). The domain name is assigned to the relevant IP address by DNS.

DSCP Differentiated Service Code Point

→ **Quality of Service (QoS)**.

DSL Digital Subscriber Line

Data transfer technology that allows Internet access with, for e.g. **1.5 Mbps** over a conventional telephone line. Preconditions: DSL modem and the appropriate service offered by the Internet provider.

DSLAM Digital Subscriber Line Access Multiplexer

The DSLAM is a switch cabinet in an exchange at which all subscriber connectors converge.

DTMF Dual Tone Multi-Frequency

Another description for dual tone multi-frequency dialling (DTMF).

Dynamic IP address

A dynamic IP address is assigned to a network component automatically via DHCP. The dynamic IP address for a network component can change every time it registers or at certain time intervals.

→ Static IP address

DynDNS Dynamic DNS

Domain names and IP addresses are assigned via DNS. For Dynamic IP addresses this service is enhanced with "Dynamic DNS". This permits the use of a network component with a dynamic IP address as a Server on the Internet. DynDNS ensures that a service can always be addressed on the Internet under the same Domain names irrespective of the current IP address.

E

ECT Explicit Call Transfer

Participant A calls participant B. The participant puts the connection on hold and calls participant C. Rather than connect everyone in a three-party conference, A now transfers participant B to C and hangs up.

EEPROM Electrically Erasable Programmable Read Only Memory

Memory building block in your phone with fixed data (e.g. default and customised settings) and data saved automatically (e.g. entries to the list of callers).

Ethernet network

Wired LAN.

F

Firewall You can use a firewall to protect your network against unauthorised external access. This involves combining various measures and technologies (hard and/or software) to control the flow of data between a private network you wish to protect and an unprotected network (e.g. the Internet).

→ NAT.

Firmware Device software in which basic information is saved for the functioning of a device. To correct errors or update the device software, a new version of the firmware can be loaded into the device's memory (firmware update).

Flat rate Billing system for an Internet connection. The Internet provider charges a set monthly fee. There are no additional charges for the duration of the connection or number of connections.

Fragmentation

Data packets that are too big are split into smaller packets (fragments) before they are transferred. They are put together again when they reach the recipient (defragmented).

Full duplex Data transmission is a mode in which data can be sent and received at the same time.

G

G.711 a law, G.711 µ law

Standard for a Codec.

G.711 delivers a very good voice quality that corresponds to that in the ISDN fixed line. As there is little compression, the necessary bandwidth is around 64 kbit/s per voice connection, but the delay caused by coding/decoding is only 0.125 ms.

"a law" describes the European standard and "µ law" describes the North American/ Japanese equivalent.

G.722 Standard for a Codec.

G.722 is a **broadband** language codec with a bandwidth of 50 Hz to 7 kHz, a net transmission rate of 64 kbit/s per voice connection and integrated speech pause recognition and comfort noise generation (silence suppression).

G.722 delivers very good voice quality. A higher sampling rate provides clearer and better voice quality than other codecs and enables a speech tone in High Definition Sound Performance (HDSP).

G.726 Standard for a Codec.

G.726 delivers a good voice quality. It is inferior to the quality with codec **G.711** but better than with **G.729**.

G.729A/B Standard for a Codec.

The voice quality is more likely to be lower with G.729A/B. As a result of the high level of compression, the necessary bandwidth is only around 8 kbit/s per voice connection, but the delay is around 15 ms.

Gateway Connects two different Networks, e.g. a router as an Internet gateway.

For phone calls from VoIP to the telephone network, a gateway has to be connected to the IP network and the telephone network (gateway/VoIP provider). It forwards calls from VoIP to the telephone network as required.

Gateway provider

→ SIP provider.

Global IP address

→ IP address.

GSM Global System for Mobile Communication

Originally, European standard for mobile networks. GSM can now be described as a worldwide standard. In the USA and Japan national standards are now more frequently supported than in the past.

H

Headset Combination of microphone and headphone. A headset enables easy handsfree operation for telephone calls. There are headsets available that can be connected to the handset by a cable.

HTTP Proxy

Server via which the **Network subscribers** can process their Internet traffic.

Hub Uses one **Infrastructure network** to connect several **Network subscribers**. All data sent to the hub by one network subscriber is forwarded to all network subscribers.

→ **Gateway**, **Router**.

I

IEEE Institute of Electrical and Electronics Engineers

International body that defines standards in electronics and electrical engineering, concerned in particular with the standardisation of LAN technology, transmission protocols, data transfer rate and wiring.

Infrastructure network

Network with central structure: all **Network subscribers** communicate via a central **Router**.

Instant messaging

Service that uses a client program to allow chatting in real time, i.e. to send brief messages to other subscribers on the Internet.

Internet Global **WAN**. A series of protocols have been defined for exchanging data, known by the name TCP/IP.

All **Network subscribers** are identifiable via their **IP address**. **DNS** assigns a **Domain name** to the **IP address**.

Important services on the Internet include the World Wide Web (WWW), e-mail, file transfer and discussion forums.

Internet Service Provider

Enables access to the Internet for a fee.

IP (Internet Protocol)

TCP/IP protocol on the **Internet**. IP is responsible for addressing subscribers in a **Network** using **IP addresses** and transfers data from the sender to the recipient. IP determines the paths (routing) along which the data packets travel.

IP address A unique address for a network component within a network based on the TCP/IP protocols (e.g. LAN, Internet). On the **Internet**, domain names are usually assigned instead of IP addresses. **DNS** assigns the corresponding IP address to the domain name.

The IP address consists of four three-digit decimal numbers separated from one another by full stops (e.g. 223.94.233.2). The first decimal number can be between 1 and 126 and between 128 and 223, the second and third between 0 and 255, and the fourth between 1 and 254.

The IP address is made up of the network number and the number of the **Network subscribers** (e.g. phone). Depending on the **Subnet mask**, the first one, two or three parts make up the network number and the rest of the IP address addresses the network component. The network number of all the components in any one network must be identical.

IP addresses can be assigned automatically with DHCP (dynamic IP addresses) or manually (static IP addresses).

→ **DHCP**.

IP pool range

Range of IP addresses that the DHCP server can use to assign dynamic IP addresses.

L

LAN Local Area Network

Network with a restricted physical range. A LAN can be wireless (WLAN) and/or wired.

Local IP address

The local or private IP address is the address for a network component in the local network (LAN). The network operator can assign any address he or she wants. Devices that act as a link from a local network to the Internet (gateway or router) have a public and a private IP address.

→ **IP address**.

Local SIP Port

→ **SIP port/local SIP port**.

M

MAC address

Media Access Control Address

Hardware address by means of which each network device (e.g. network card, switch, phone) can be uniquely identified worldwide. It consists of 6 parts (hexadecimal numbers) separated by a "-" (e.g. 00-90-65-44-00-3A).

The MAC address is assigned by the manufacturer and cannot be changed.

Mbps Million bits per second

Unit of the transmission speed in a network.

MRU Maximum Receive Unit

Defines the maximum user data volume within a data packet.

MTU Maximum Transmission Unit

Defines the maximum length of a data packet that can be carried over the network at a time.

Music on hold

Music on hold

Music that is played while you are on a **Consultation call** or for **Toggling**. The waiting participant hears music while on hold.

N

NAT Network Address Translation

Method for converting (private) **IP addresses** to one or more (public) IP addresses. NAT enables the IP addresses of **Network subscribers** (e.g. VoIP telephones) in a **LAN** to be concealed behind a shared IP address for the **Router** on the **Internet**.

VoIP telephones behind a NAT router cannot be reached by VoIP servers (on account of the private IP address). In order to "get around" NAT, it is possible to use (alternatively) **ALG** in the router, **STUN** in the VoIP telephone, or for the VoIP provider to use an **Outbound proxy**.

If an outbound proxy is made available you must allow for this in the VoIP settings for your phone.

Network Group of devices. Devices can be connected in either wired or wireless mode.

Networks can also differ in range and structure:

- Range: local networks (**LAN**) or wide-area networks (**WAN**)
- Structure: **Infrastructure network** or ad-hoc network

Network subscribers

Devices and PCs that are connected to each other in a network, e.g. servers, PCs and phones.

O

Outbound proxy

Alternative NAT control mechanism to STUN and ALG.

Outbound proxies are implemented by the VoIP provider in firewall/NAT environments as an alternative to **SIP proxy server**. They control data traffic through the firewall.

Outbound proxy and STUN servers should not be used simultaneously.

→ **STUN** and **NAT**.

P

Paging (handset search)

A base station function to locate registered handsets. The base station establishes a connection to every registered handset. The handsets start to ring. Paging is activated by briefly pressing the button on the base station and is deactivated by briefly pressing the same button again.

PIN Personal Identification Number

Protects against unauthorised use. When the PIN is activated, a number combination has to be entered in order to access a protected area.

You can protect your base station configuration data with a system PIN (4-digit number combination).

Port Data is exchanged between two applications in a **Network** via a port.

Port forwarding

The Internet gateway (e.g. your router) forwards data packets from the **Internet** that are directed to a certain **Port** to the port concerned. This allows servers in the **LAN** to offer services on the Internet without you needing a public IP address.

Port number

Indicates a specific application of a **Network subscribers**. Depending on the setting in the **LAN**, the port number is permanently assigned or else it is newly assigned with each access.

The combination of **IP address**/**Port** number uniquely identifies the recipient or sender of a data packet within a network.

Pre-dialling → **Block dialling**.

Private IP address

→ **Public IP address**.

Protocol Describes the agreements for communicating within a **Network**. It contains rules for opening, managing and closing a connection, about data formats, time frames and possible error handling.

Proxy/proxy server

Computer program that controls the exchange of data between **Client** and **Server** in computer networks. If the phone sends a query to the VoIP server, the proxy acts as a server towards the phone and as a client towards the server. A proxy is addressed via **Domain name**/**IP address** and **Port**.

Public IP address

The public IP address is the address for a network component on the Internet. It is assigned by the Internet Service Provider. Devices that act as a link from a local network to the Internet (gateway, router) have a public and a local IP address.

→ **IP address** and **NAT**

Q

Quality of Service (QoS)

Describes the Quality of Service in communication networks. Differentiations are made between various Quality of Service classes.

QoS influences the flow of data packets on the Internet, e.g. by prioritising data packets, reserving bandwidth and data packet optimisation.

In VoIP networks, QoS influences the voice quality. If the whole infrastructure (router, network server etc.) has QoS, the voice quality is better, i.e. fewer delays, less echoing, less crackling.

R

RAM Random Access Memory

Memory in which you have reading and storage rights. Items such as melodies and screen pictures are saved in the RAM after you have loaded them onto the phone via the Web configurator.

Registrar The registrar manages the **Network subscribers**' current IP addresses. When you register with your VoIP provider, your current IP address is saved on the registrar. This means you can also be reached when on the move.

ROM Read Only Memory

A type of memory that can only be read.

Router Routes data packets within a network and between different networks via the quickest route. Can connect **Ethernet networks** and WLAN. Can be a **Gateway** to the Internet.

Routing Routing is the transfer of data packets to another subscriber in your network. On their way to the recipient, the data packets are sent from one router to the next until they reach their destination.

If data packets were not forwarded in this way, a network like the Internet would not be possible. Routing connects the individual networks to this global system.

A router is a part of this system; it transfers data packets both within a local network and from one network to the next. Transfer of data from one network to another is performed on the basis of a common protocol.

RTP Realtime Transport Protocol

Global standard for transferring audio and video data. Often used in conjunction with UDP. In this case, RTP packets are embedded in UDP packets.

RTP port (Local) **Port** that is used to send and receive voice data packets for VoIP.

Ringback when the call is not answered

= CCNR (Completion of Calls on No Reply). If a participant does not respond when called, a caller can arrange an automatic ringback. As soon as the destination phone has completed a call and is free again, the caller is rung back. This feature must be supported by the exchange. The ringback request is automatically cancelled after about 2 hours (depending on the VoIP provider).

Ringback when the number is busy

= CCBS (Completion of Calls to Busy Subscriber). If a caller hears the busy tone, he or she can activate the ringback function. As soon as the connection is free the caller is rung back. As soon as the caller lifts the receiver the connection is made automatically.

S

Server Provides a service to other **Network subscribers** (**Clients**). The term can indicate a computer/PC or an application. A server is addressed via **IP address**/**Domain names** and **Port**.

SIP (Session Initiation Protocol)

Signalling protocol independent of voice communication. Used for establishing and ending a call. It is also possible to define parameters for voice transmission.

SIP address → **URI**.

SIP port/local SIP port

(Local) **Port** that is used to send and receive SIP signalling data for VoIP.

SIP provider

→ **VoIP provider**.

SIP proxy server

IP address of your VoIP provider's gateway server.

Static IP address

A static IP address is assigned to a network component manually during network configuration. Unlike a **Dynamic IP address**, a static IP address does not change.

STUN Simple Transversal of UDP over NAT

NAT control mechanism.

STUN is a data protocol for VoIP telephones. STUN replaces the private IP address in the data packets of the VoIP telephone with the public address of the secure private network. To control data transfer, a STUN server is also required on the Internet. STUN cannot be implemented with symmetric NATs.

→ **ALG**, **Firewall**, **NAT**, **Outbound proxy**.

Subnet Segment of a **Network**.

Subnet mask

IP addresses consist of a fixed network number and a variable subscriber number. The network number is identical for all **Network subscribers**. The size of the network number part is determined in the subnet mask. In the subnet mask 255.255.255.0, for example, the first three parts of the IP address are the network number and the last part the subscriber number.

Symmetric NAT

A symmetric NAT assigns different external IP addresses and port numbers to the same internal IP addresses and port numbers – depending on the external target address.

T

TCP Transmission Control Protocol

Transport protocol. Session-based transmission protocol: it sets up, monitors and terminates a connection between sender and recipient for transporting data.

TLS Transport Layer Security

Protocol for encrypting data transmissions on the Internet. TLS is a superordinated **Transport protocol**.

Toggling Toggling allows you to switch between two callers or between a conference call and an individual caller without allowing the waiting caller to listen to the call.

Transmission rate

Speed at which data is transmitted in the **WAN** or **LAN**. The transmission rate is measured in data units per unit of time (Mbit/s).

Transport protocol

Controls data transport between two communication partners (applications).

→ **UDP**, **TCP**, **TLS**.

U

UDP User Datagram Protocol

Transport protocol. Unlike **TCP**, **UDP** is a non session-based protocol. UDP does not establish a fixed connection. The data packets ("datagrams") are sent as a broadcast. The recipient is solely responsible for making sure the data is received. The sender is not notified about whether it is received or not.

URI Uniform Resource Identifier

Character sequence for identifying resources (e.g. e-mail recipient, http://gigaset.com, files).

On the **Internet**, URIs are used as a uniform identification for resources. URIs are also described as SIP addresses.

URIs can be entered in the phone as a number. By dialling a URI you can call an Internet subscriber with VoIP equipment.

URL Universal Resource Locator

Globally unique address of a domain on the **Internet**.

A URL is a subtype of **URI**. URLs identify a resource by its location on the **Internet**. For historical reasons the term is often used as a synonym for URI.

User ID → **User identification**.

User identification

Name/number combination for access, e.g. to your VoIP account.

V

Voice codec

→ Codec.

VoIP Voice over Internet Protocol

Telephone calls are no longer placed and transmitted over the telephone network but over the Internet (or other IP networks).

VoIP provider

A VoIP, SIP or Gateway provider is an Internet service provider that provides a Gateway for Internet telephony. As the phone works with the SIP standard, your provider must support the SIP standard.

The provider routes calls from VoIP to the telephone network (analogue, ISDN and mobile) and vice versa.

W

WAN Wide Area Network

Wide-area network that is unrestricted in terms of area (e.g. Internet).

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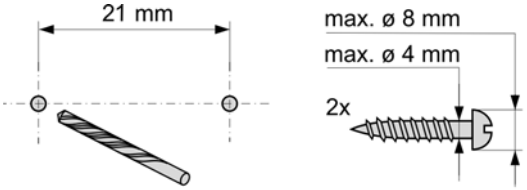
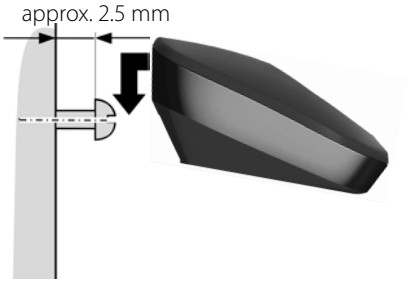
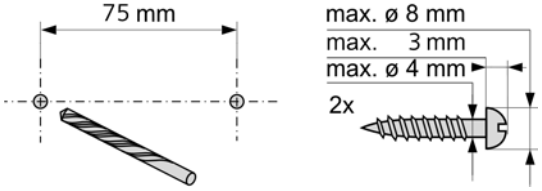
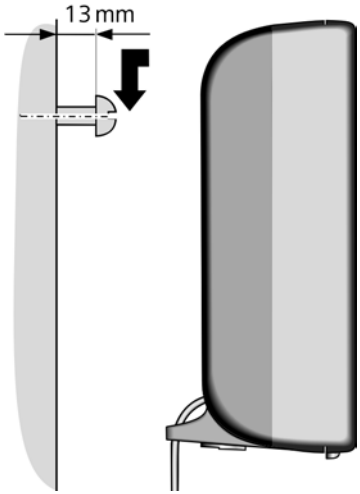
Mounting the charging cradle on the wall





Mounting the base station on the wall





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