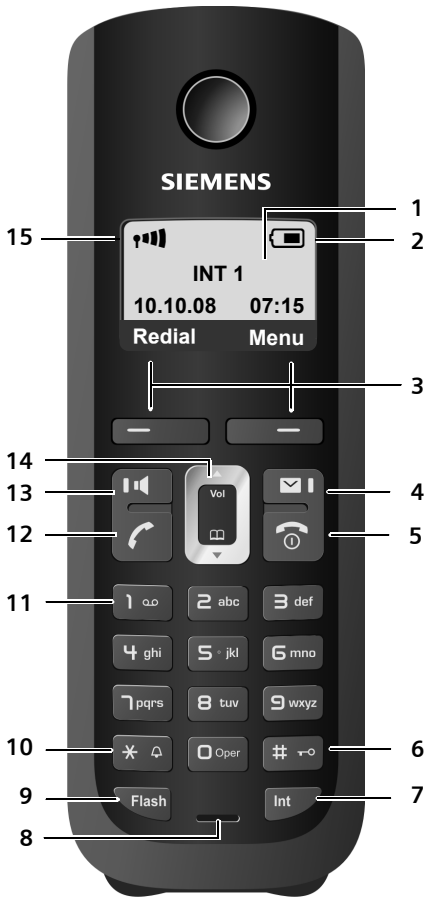
The handset at a glance



Handset keys

1 **Display** in idle status (example)
2 **Charge status of the batteries** (→ Page 27)
3 **Display keys** (→ Page 30)
4 **Message key** (→ Page 58)
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 **Pound key (#)**
Keypad lock on/off (press and hold) (→ Page 32)
Switch between upper/lower case letters and digits for text input (→ Page 153)
7 **Internal key**
Make an internal call (→ Page 74)
8 **Microphone**
9 **Flash key**
Enter flash "F" (press briefly; → Page 127)
Fixed line network only:
Insert a dialing pause "P" (press and hold)
10 **Asterisk key (*)**
Idle status:
Ringer melody on/off (press and hold)
Fixed line network: switch between dial pulsing/touch tone dialing
11 **Key 1** (press and hold)
Call a network mailbox (if applicable)
12 **Talk key**
Answer call, open Last Number Redial list (press briefly in idle status), select connection type and start dialing (press briefly/press and hold after entering the number, → Page 38)
13 **Speaker key**
Switch between earpiece and handsfree mode
Lights up: handsfree talking activated
Flashes: incoming call
14 **Control key** (→ Page 30)
15 **Signal strength** (→ Page 27)

Overview of display icons

Charge status of the batteries (empty to fully charged)

(flashes)
Batteries almost empty

(flashes)
Charging

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

(flashes) No reception signal between the base station and the handset
Shortly after activating **Eco** , the symbol replaces the reception strength icon in the top left of the handset's idle display.

Keypad lock activated

Ringer deactivated

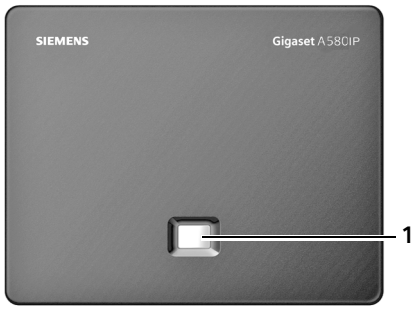
Incoming calls on the fixed line network connection (ringer icon)

Incoming call on a VoIP connection

Alarm clock set

Redial Open Last Number 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**:
Initiate paging (→ Page 73),
Display the IP address on the handset
Press and **hold**:
Set base station to registration mode (→ Page 71)

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Safety precautions

Warning

Be sure to read this user guide and the safety precautions before using your telephone.

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

Use only the power adapter supplied, as indicated on the underside of the base station or charging cradle.

Use only the **recommended, rechargeable batteries** (→ Page 150). Using conventional (non-rechargeable) batteries or other types of batteries could result in significant health risks and personal injury.

Do not charge the handset in the charging unit or base station while the headset is connected.

Using your telephone may affect nearby medical equipment. 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 handsfree 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 waterproof (→ Page 150).

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

If you give your phone to a third party, make sure you also give them the user guide.

Remove faulty base stations from use 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 via the fixed line network and also (cost effectively) via the Internet (VoIP) **without a PC**. – Your phone can do much more:

- Make calls with brilliant sound quality using **High Definition Sound Performance (HDSP)** for either internal calls or calls made via VoIP (→ Page 9) – for internal calls or calls via VoIP.
- A simple **press of a button** each time you make a call indicates whether you want to call via the fixed line network or the Internet (→ Page 38).
- 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 120).
- You can also use the VoIP accounts with different providers for cost control purposes. When dialing, specify the VoIP connection/the VoIP account you want to use for its lower rates (→ Page 38).
- Setting dialing plans for phone numbers or area codes enables you to automate the selection of the most cost-effective VoIP connection (→ Page 123).
- Use Gigaset.net for VoIP calls. Connect your phone to the electrical power supply and the Internet and enjoy free phone calls on Gigaset.net – without making any further settings (→ Page 46).
- Configure the phone connection for VoIP without a PC. Your phone's connection wizard 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 96).
- 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 87).
- Reduce the transmission power by activating **Eco mode** / **Eco mode+** (→ Page 69).

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

To use VoIP, you need:

- 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 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.
Prerequisites for broadband connections to your base station are:

- **For internal calls**:

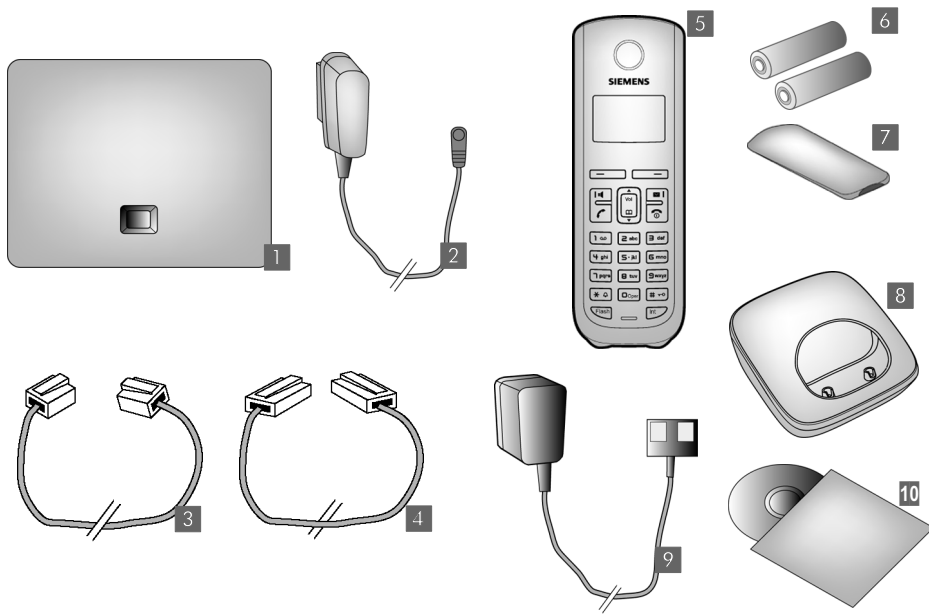
  Both handsets are broadband-capable, i.e. both support the codec G.722.
- **For external calls via VoIP:**
  - You make the call from a broadband-capable handset.
  - You have selected codec G.722 for outgoing calls, → Page 115.
  - Your VoIP provider supports broadband connections.
  - The recipient's phone supports codec G.722 and accepts broadband connections.

Please note

The VoIP service **Gigaset.net** (→ Page 46) supports broadband connections.

First steps

Checking the package contents



1 one Gigaset A580 IP base station
2 one power adapter for connecting the base station to the electrical 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 power adapter for connecting the charging cradle to the electrical power supply
10 one quick guide and a CD containing this user guide

Firmware updates

This user guide describes the basic functions from firmware version 179.

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 87). 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 finding the current firmware version of your base station, → Page 140 (using the Web configurator) or → Page 148 (during an external call).

Setting up the handset for use

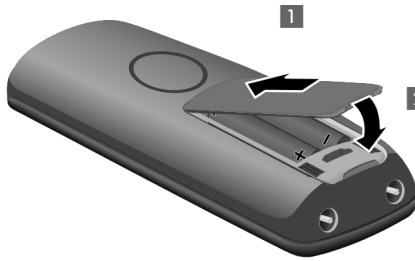
The display is protected by a plastic film.
Please remove the protective film!

Inserting the batteries and closing the battery cover

Warning

Use only the recommended, rechargeable batteries (→ Page 150). Using conventional (non-rechargeable) batteries or other types of batteries could result in significant health risks and personal injury. For example, the outer casing of the batteries could be destroyed 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 with the polarity in the correct direction. The polarity is indicated in/on the battery compartment.

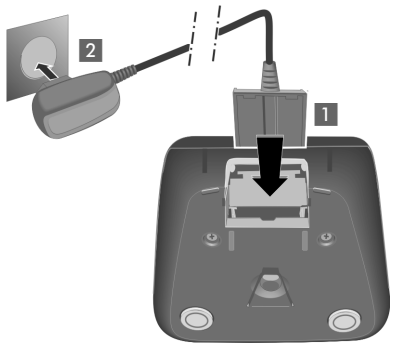


- First insert the battery cover at the top 1.
- Then press the cover 2 until it clicks into place.

- To open the battery cover, for instance to replace the batteries, remove the belt clip (if attached). Insert a coin into the cavity on the casing, then pull the battery cover in an upward direction.

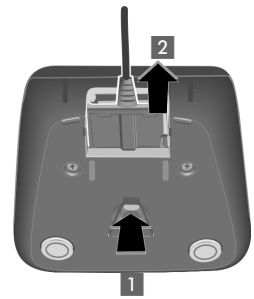
Connecting the charging cradle

The charging cradle is designed to be operated in enclosed, dry areas at temperatures ranging from +41°F to +113°F.



- Connect the empty plug from the power adapter 1.
- Plug the electrical adapter into the plug socket 2.

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

If you have any questions and problems → Page 141.

For information on attaching the charging cradle to the wall, → Page 195.

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.
  (empty to full) flashes, the batteries are almost empty.

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.

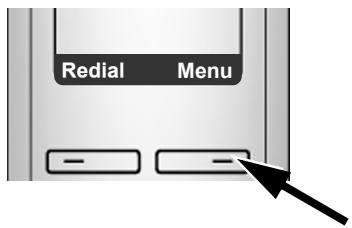
Setting the date and time

The date and time must be set to have the correct time for incoming calls and to use the alarm clock.

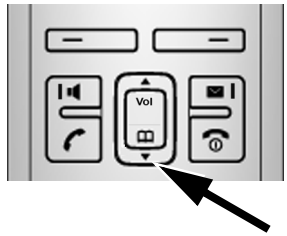
Please note

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 synchronization with the time server is activated (→ Page 139). Manual settings are overwritten in this case.

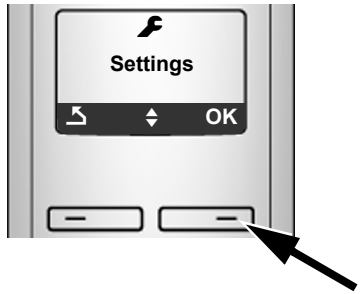
Setting up manually:



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

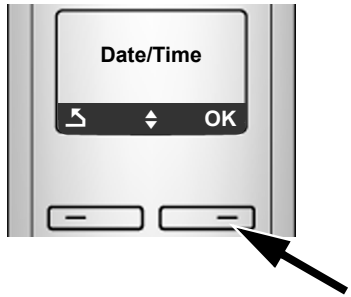


▶ Press the Control key down repeatedly ...



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

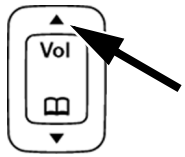
▶ Press the key below **OK** on the display screen to confirm your selection.



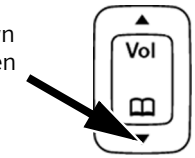
The **Date/Time** menu item appears on the display.

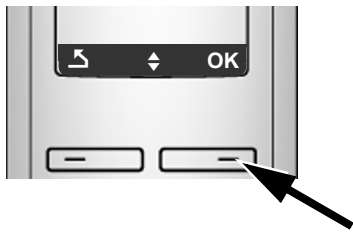
▶ Press the key below **OK** on the display screen to open the input field.

▶ The active line is marked [...].
Enter month, day and year as an 8-digit number (MMDDYYYY) via the keypad, e.g. 1 2 8 for 10/10/2008.

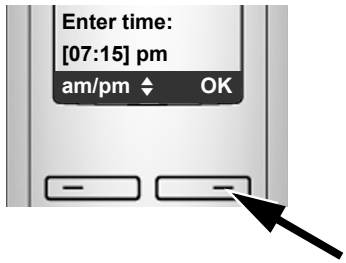


To correct an entry, press up or down on the Control key to toggle between fields.





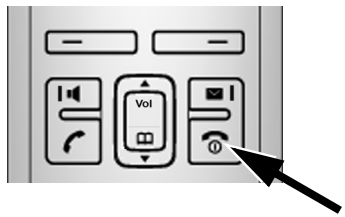
- Press the key below **OK** on the display screen to confirm your selection.



- Enter the hours and minutes as 4-digit numbers via the keypad, e.g. 0 7 1 5 for 07:15 am. If necessary, use the Control key to toggle between fields.
- Press the key below **am/pm** on the display screen choose between **am** and **pm**.
- 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 registering additional handsets with the base station and make free internal calls, → Page 71.

Installing the base station

The base station is designed for use in closed, dry rooms with a temperature range of +41°F to +113°F.

- 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 328 yards in unobstructed outdoor areas and up to 54 yards inside buildings. The range is reduced when eco mode is activated (→ Page 69).

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 mounting the base station on the wall, → Page 195.

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 fumes.

Connecting the base station

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.

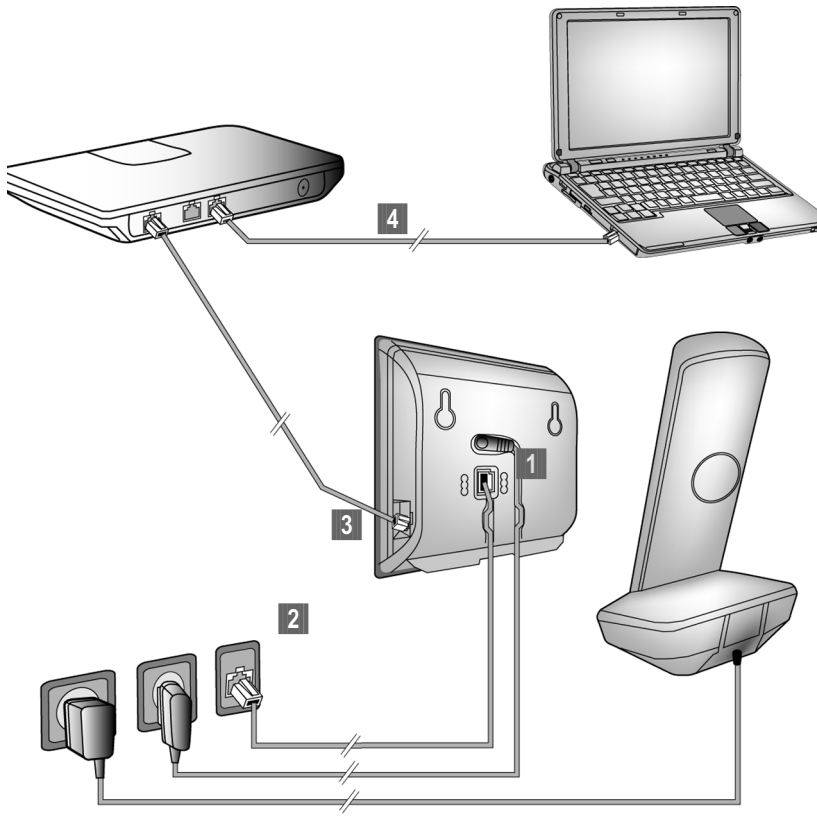


Figure 1 Connecting the phone to the fixed line network and the Internet

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

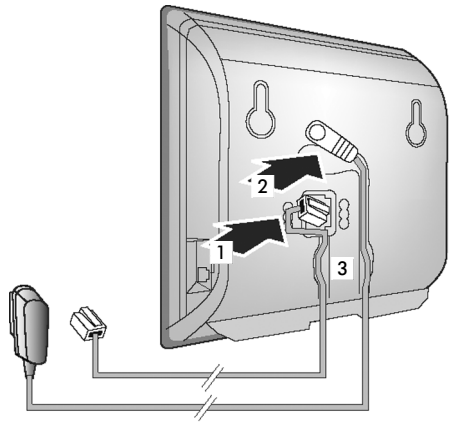
1 Connect the phone cord and power lead to the base station.

2 Connect the base station to the fixed line network and the electrical 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 96).

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

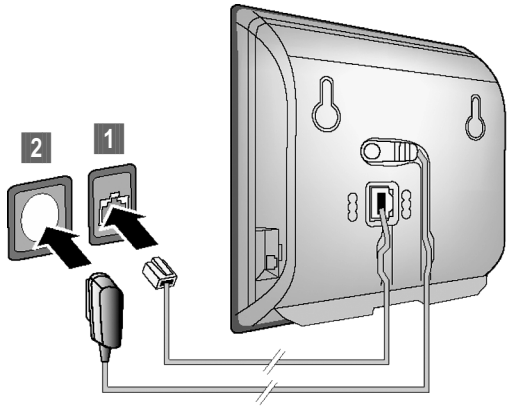


1 Insert the phone cord into the lower connection socket at the rear of the base station.

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

3 Push both cables into the appropriate cable channels.

2. Connect the base station to the fixed line network and the electrical power supply



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

2 **Then** insert the power adapter into the electrical socket.

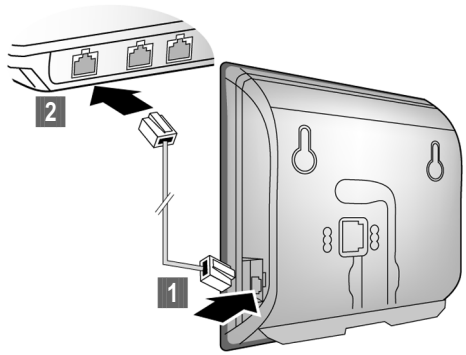
Warning

- Keep the power adapter **plugged in at all times** for operation, as the phone does not work without an electrical power connection.
- Use only the power adapter and phone cord **supplied**. Pin connections on telephone cords can vary (pin connections → Page 152).

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

3. Connect the base station with the router (Internet)

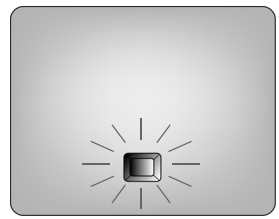
For Internet access you need a router connected to the Internet via a modem (this may be integrated in the router).



1 Connect an Ethernet cable plug into the LAN port at the side of the base station.

2 Then insert the other end of the Ethernet cable plug into a LAN port on the router.

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



You are now ready to establish VoIP connections within Gigaset.net (→ Page 46).

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 cellular phone network, you need the services of a VoIP provider who supports the VoIP SIP standard.

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

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

- Your user name (if requested by the VoIP provider) 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.)

Your phone connection wizard can help you make these entries.

Starting the connection wizard

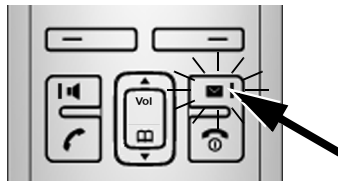
Prerequisite:

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

Please note

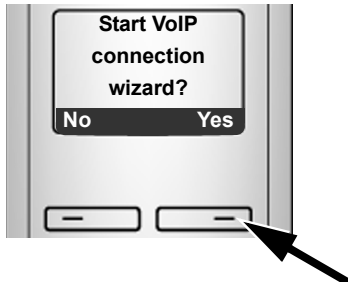
Your phone is preconfigured for dynamic assignment of the IP address. In order for your router to "recognize" the phone, dynamic IP address assignment must also be activated on the router, i.e. the router's DHCP server must be activated.

If the DHCP server cannot or should not be activated, you must first assign a fixed IP address to the phone. For further information, see Page 91.



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 below Yes on the display screen.

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

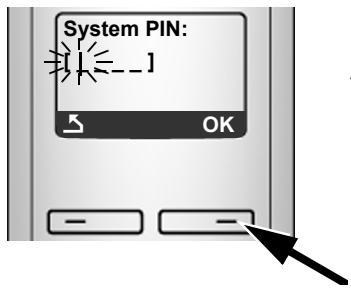
New firmware available appears in the display.

New/improved firmware is available for your phone on the Internet. First perform an automatic update of the firmware (→ Page 88). 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 wizard.

Please note

To protect your phone and its system settings from unauthorized 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 further information, see Page 84.



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

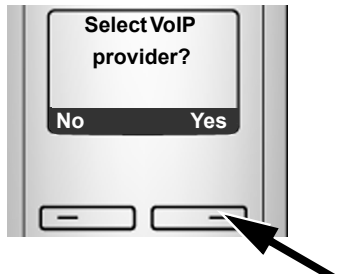
- Enter your phone's current system PIN using the keypad.
- Press the key below OK on the display screen.

The connection wizard is launched.

Please note

- You can also call up the connection wizard at any time via the menu (→ Page 89).
- The connection wizard will also start automatically if you try to establish a connection via the Internet before you have made the necessary settings. **Prerequisite:** You have **not** activated the fixed line network connection as a replacement connection (→ Page 119):

Downloading VoIP provider data

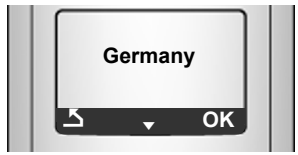


▶ Press the key below Yes on the display screen.

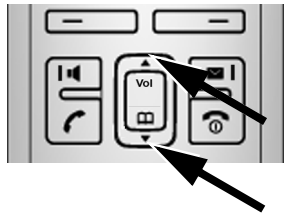
The connection wizard establishes a connection with the Gigaset configuration server on the Internet. Various profiles with general access data for different VoIP providers can be downloaded here.

After a brief period you will see the following display:

A list of countries is loaded.

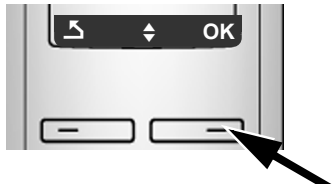


The first country in the list appears in the display.



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

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



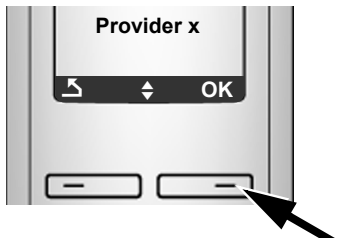
▶ Press the key below OK on the display screen to confirm your selection.

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.

Please note

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

You must then make the settings needed for the VoIP provider using the Web configurator (→ Page 107).

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**

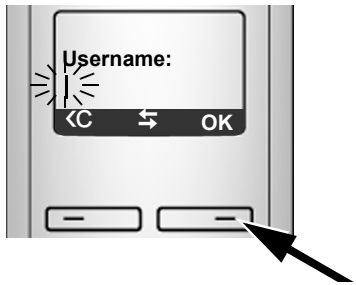
Or:

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

Please note

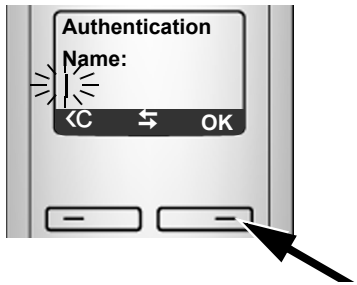
When entering case sensitive access data:

- 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, skip this step.

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



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

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

Completing the VoIP settings

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

- Test whether your VoIP data is complete and has been stored in the phone correctly.

  Calling via VoIP:

  Enter a number using the handset keypad and press and hold the Talk key [ ].

If a VoIP connection cannot be established, a corresponding message is shown in the display.

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 started the connection wizard via the menu, once the entries are completed, press and hold the End Call key [ ] to return the handset 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 are listed on Page 145.

Please note

You can enter five additional VoIP accounts (VoIP phone numbers) via the Web configurator later (→ Page 106). 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 120).

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):
  - poor to good:
  - no reception: flashes
- battery charge status:
  - (empty to full)
  - flashes: batteries almost empty
  - 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 wizard 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 connections 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.
- Verify that 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 90)
- 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 (➜ Page 128) that have been registered as the SIP and RTP ports, we recommend 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 default gateway and DNS server. The IP address for the router is generally entered here.

What would you like to do next?

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

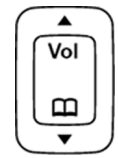
If you are unfamiliar with menu-driven devices such as other Gigaset telephones first read the section "Operating the handset" → Page 30.

Information on ...	... is located here.
Making calls via VoIP or the fixed line network	Page 38
Setting the ringer melody and volume	Page 81
Setting the handset volume	Page 80
Entering local area code/extra codes	Page 87
Eco mode	Page 69
Operating the telephone on a PABX	Page 94
Registering existing handsets to a base station	Page 71
Transferring directory entries from existing Gigaset handsets to the new handset(s)	Page 65
Entering additional VoIP accounts	Page 106

If you have any questions about using your phone, please read the troubleshooting tips in the section "Questions and answers" (→ Page 141), or contact our Customer Care team (→ Page 141).

Operating the handset

Using the 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: open Gigaset.net directory.

▲ Call up the menu to set the ringer volume (→ Page 81).

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 ▶.

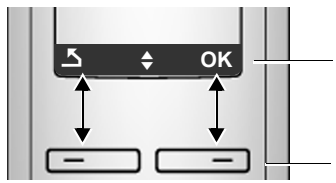
During an external call

▼ Press briefly to open the handset directory.

▲ Adjust the loudspeaker volume for earpiece and handsfree mode.

Using the Display keys

The function of the display keys changes 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.
Redial	Open the Last Number Redial list.

Using the keys on the keypad

/ / , etc.
Press the matching key on the handset.

Enter digits or letters.

Correcting text entry errors

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.

Using the menus

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 34).

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 26.

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 Pound 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 is deactivated automatically if someone calls you. It is reactivated when the call is finished.

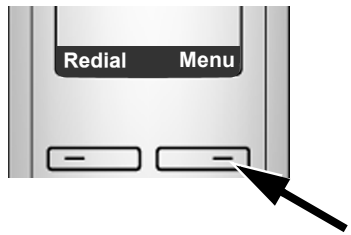
Using this guide

The operating steps are shown in abbreviated form.

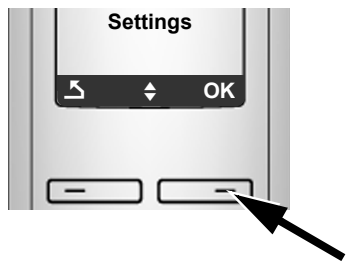
Example:

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

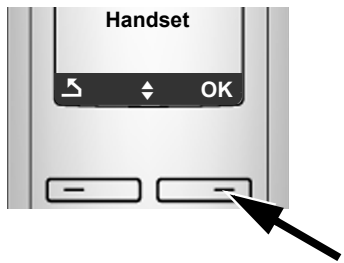
This illustration represents:



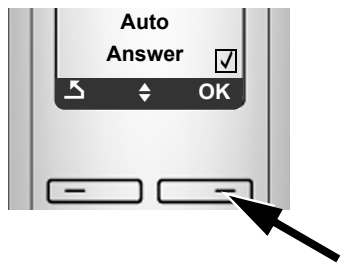
- Press the Display key below Menu to open the main menu.



- 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.

3 Select Services

3-1	VoIP	3-1-6	For All Calls	3-1-6-1	Call Diversion	→ Page 53
				3-1-6-3	Call Waiting	→ Page 54
3-3	All calls anonymous	→ Page 52				
3-4	Next call anonymous	→ Page 52				

4 Alarm Clock

4-1	Activation	→ Page 70
4-2	Wake up time	→ Page 70

5 Voice Mail

5-2	Set Key 1	Net AM: Fixed Line	→ Page 66
		Net AM: IP1	
		:	
		:	
		(dependent on the number of configured VoIP phone numbers and receive numbers on the handset)	
		Net AM: IP6	

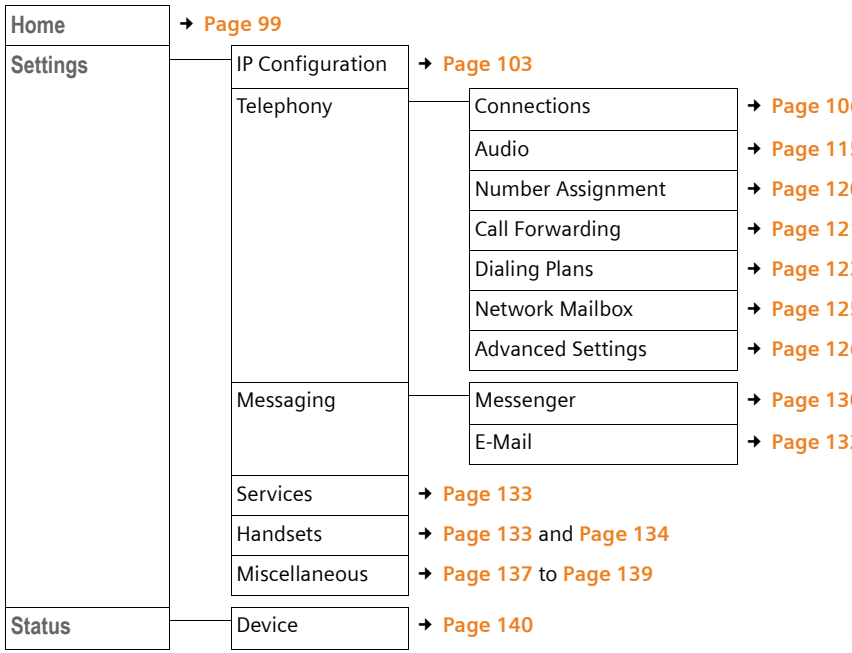
7 Settings

7-1	Date/Time	→ Page 14				
7-2	Audio Settings	7-2-1	Call Volume	7-2-1-1	Earpiece Volume	→ Page 80
				7-2-1-2	Handsfree Volume	
		7-2-2	Ringer Volume	→ Page 81		
		7-2-3	Ringer Melody	7-2-3-1	External Calls	→ Page 81
				7-2-3-2	Internal Calls	
				7-2-3-3	Alarm Clock	
		7-2-4	Advisory Tones	→ Page 82		
		7-2-5	Battery Low	7-2-5-1	Off	→ Page 83
				7-2-5-2	On	
				7-2-5-3	During Call	
7-3	Handset	7-3-1	Display	7-3-1-1	Screensaver	→ Page 78
		7-3-2	Language	→ Page 77		
		7-3-3	Auto Answer	→ Page 80		
		7-3-4	Register Handset	→ Page 71		
		7-3-5	Reset Handset	→ Page 83		

Menu trees

7-4	Base	7-4-1	Calls List Type	7-4-1-1	Missed Calls	→ Page 59
				7-4-1-2	All Calls	
		7-4-2	Music on hold	→ Page 86		
		7-4-3	System PIN	→ Page 84		
		7-4-4	Base Reset	→ Page 85		
		7-4-5	Additional Features	7-4-5-2	Access Code	→ Page 94
				7-4-5-4	Eco mode	→ Page 69
		7-4-6	Local Network	7-4-6-1	Dynamic IP address	→ Page 91
				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 86
				7-4-7-2	Connection Wizard	→ Page 89
				7-4-7-4	Area Code	→ Page 87
				7-4-7-5	Extra Codes	→ Page 87
				7-4-7-6	Fixed line	→ Page 94
				7-4-7-7	VoIP	→ Page 89
		7-4-8	Firmware Update	→ Page 87		

Web configurator menu



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 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 38.
- Select the connection type via the display keys by assigning VoIP or the fixed line network to your left Display key, → Page 39
- Select a special connection via your line suffix, → Page 38

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 dialing plans for certain numbers or area codes by determining the connection and therefore the billing method to be used (cost control → Page 123) when these numbers are dialed.
- Dialing with the Directory (→ Page 62), Shortcut keys (→ Page 64) or Last Number Redial list (→ Page 57) saves repeated keying of 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 your local 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 87, Page 122) and activating the option **Predial area code for local calls through VoIP** (→ Page 122).
- Depending on the exchange, you may not have to dial your own area code when making local calls via the fixed line network.

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).

Prerequisite: You enter the number without a line suffix (→ Page 38) and have not defined any dialing plans for this number (→ Page 123).

Enter number (without suffix) and **briefly press/press and hold** the Talk key.

A default connection is established on your phone (fixed line network or VoIP → Page 86/Page 119).

- **Briefly** press the Talk key to make a call via this default connection.
- Press and **hold** the Talk key 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 120).

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.
- If you have activated the option **Automatic Fallback to Fixed Line** with the Web configurator (→ Page 119):
  If the attempt to establish a connection fails, an attempt is made automatically to establish the connection via the fixed line network.

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

Prerequisite: Phone or IP is assigned to your handset's left Display key (→ Page 79).

Phone / IP Press the Display key to define the connection type.

/ Enter number or select from the directory.

/ Press the Talk or Handsfree key.

The number is dialed via the selected line type.

Exception:
If you have activated the option "**Automatic Fallback to Fixed Line**" (Web configurator, → Page 119) 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 dialing and ...

- Dialed 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 dialed if the suffix is invalid (e.g. no VoIP connection assigned).
- Dialed 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 Phone prior to dialing. Otherwise the suffix will be dialed together with the number via the fixed line network. This may cause errors!

Selecting and dialing a connection via your 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 107)
- And the Gigaset.net number has the suffix #9

When dialing, 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 dialed 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 is displayed. The number will not be dialed.
- If you have activated the option **Automatic Fallback to Fixed Line** with the Web configurator (→ Page 119):
  If the attempt to establish a connection 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 Asterisk key to separate the sections of the IP address (e.g. 149*246*122*28).
- If necessary press the Pound 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.

Canceling the dialing operation

You can cancel the dialing operation with the End Call key.

Dialing emergency numbers – defining dialing 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 (**Dialing Plans**, → Page 123).

If you enter a number that has a defined dialing plan, the call will be made via the line defined in the dialing 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

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

You cannot delete or deactivate these dialing 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 that the VoIP provider for the selected connection supports emergency calls.

If your phone does not have default dialing plans for emergency calls, define the rules yourself (→ Page 123). Assign them to a connection that you know supports emergency calls. Calls to emergency numbers are always supported by fixed line networks.

Please note

- If no rules are defined for emergency numbers and you have programmed an automatic local area code (→ Page 122), the code will be prefixed to emergency numbers as soon as they are dialed via a VoIP connection.
- Emergency numbers cannot be dialed if the keypad lock is activated. Before dialing, press **and hold** the Pound key [#], to release the keypad lock.

Ending a call

[end] 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 [hf].

Please note

Only calls to receive numbers assigned to your handset will be signaled (→ Page 120). The following conditions apply in particular:

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

You can accept the call by:

- Pressing the Talk key [talk].
- Pressing the Handsfree key [hf].

If the handset is in the charging cradle and the **Auto Answer** function is activated (→ Page 80), the handset will take a call automatically 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 as 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).

Caller ID

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

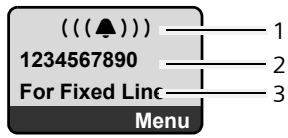
When you receive a call from the fixed line network, the caller's number and/or name is displayed on the screen if you have requested Caller ID (CID) from your network provider.

If the phone number is identified and the caller's number is saved in the directory, the name is displayed from the directory.

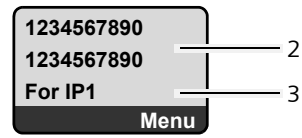
Call display

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 dialed. Assign the name when you are configuring the phone with the Web configurator (→ Page 108/Page 114). For calls from Gigaset.net, For Gigaset.net is displayed.

Withholding calling line display

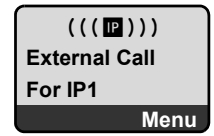
The number or name of the caller is not displayed in the following cases:

- The caller has activated the "anonymous calling" function.
- A caller from the fixed line network has not requested Caller ID from the fixed line network provider.

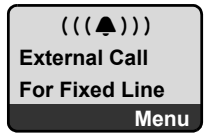
The following is displayed in place of the number:

- 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 Caller ID:

  - If the caller has not arranged Caller ID:

Screen display with CID (fixed line network)

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

If you have CID, 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.
- **Private**, if the caller has suppressed Caller ID
- **Not available**, if the caller has not arranged Caller ID.

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

Prerequisites:

- 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 dialed. 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 is displayed.

Please note

- The number of the connection you have reached (or the assigned name) will also 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 phonebook) and the Last Number Redial list, the dialed number (not the displayed number) is copied.

Using speaker mode

In speaker 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 speaker mode

Activating while dialing

Enter number and **briefly press**/**press and hold** the Speaker key to select the connection type (→ Page 38).

▶ Inform your caller before you use the speaker function so that they know someone else may be listening.

Switching between earpiece and speaker mode

▶ Press the Speaker key to activate or deactivate the speaker during a call and when listening to the answering machine.

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

▶ Press and hold the Speaker key while placing the handset in the charging cradle.

▶ If the Speaker key does not light up, press the key again.

For instructions on adjusting the handset volume, see → Page 80.

Muting the handset

You can deactivate the microphone in your handset during an external call. The other party will hear music on hold, if activated (→ Page 86).

INT 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 can no longer hear you, but you can still hear them.

Mute Press the Display key to mute the handset.
Your handset's microphone is deactivated. Im"**Microphone is turned off.**" appears in the display.

On Press the Display key to switch the microphone back on.

Please note

Under the following circumstances, the microphone is **automatically reactivated**:

- If, during an external call (you have deactivated the microphone), you establish a second connection, either by accepting a waiting call or by successfully connecting to an external/internal consultation call, the microphone is activated. If you go back to the first party, the microphone remains **activated**.
  (If you reject a waiting call or are unable to connect to a consultation call, the microphone remains deactivated.)
- If you have deactivated the microphone during call swapping, it is reactivated for both connections as soon as you swap to the other party.
- If you have deactivated the microphone during a conference call, the microphone is reactivated when you end the conference call by pressing **Menu** → **End Conference** (call swap).

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 favorable rates for calls to other networks. In the phone configuration, define the most cost-effective VoIP connections (account), e.g. for specific regional, national and cellular network prefixes, to be used when calls are made (**Dialing Plans**, → Page 123). Or define the VoIP connection to be used when dialing the number (→ dialing with line suffix, Page 38).

If you are using your fixed line network to make a call, choose a network provider that offers particularly favorable 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 47/ Page 50).

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 148).

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

An echo service is available on the phone number **12341#9** (English), **12344#9** (French) or **12346#9** (Spanish) for you to check your VoIP connection.

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

Exclusion of liability

Gigaset.net is a voluntary service provided by Gigaset Communications GmbH with no liability for or guarantee of network availability. 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 114).

* Gigaset Communications GmbH is a licensee of the Siemens trademark.

Opening the Gigaset.net directory

Your handset is in idle status.

Press and **hold**.

Or:

- Open the directory with the button.
- Select Gigaset.net from the directory 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, if 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 dialing **1188#9** (phone number of the Gigaset.net directory) and pressing the Talk key.

If a connection cannot be made to the Gigaset.net directory, 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 wizard 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 wizard.

Please note

If you press No the wizard will be canceled. You can then create the entry later via the Gigaset.net directory (→ Page 50).

When the wizard 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.

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 (→ Page 50).

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.

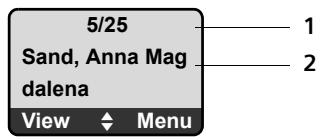
Nickname: Enter the name or part of a name (maximum 25 characters).

Menu Press the Display key.

Start search Select and press OK.

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

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 participants

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. Depending on the length of the information, the name may cross several lines.

Example:

Please note

- Connections to Gigaset.net are always established via the Internet regardless of which default connection is set on your phone. Pressing and holding or pressing it briefly have 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

Prerequisite: 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, maximum 16 characters) are copied to the directory.

▶ Edit and save entry where appropriate (➜ Page 63).

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 48).

Refine search

Start detailed search. The previously entered Nickname can be edited/ expanded and the search can be restarted (➜ Page 48).

Your name in Gigaset.net

➜ "Managing your own entry", Page 50.

Please note

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

Managing your 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 (maximum 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 invalid characters, you will be requested to enter a different name.

Deleting your own entry from the Gigaset.net directory

Prerequisite: 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 instructions on displaying your Gigaset.net number, see Page 148.

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 dialed via Gigaset.net.

Network services

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

Blocking your Caller ID – Anonymous calling

Phone number identification can be blocked. Your phone number will not be displayed when making outgoing calls. You are calling anonymously.

Prerequisites:

- 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 of 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.

If necessary, enter the phone number with line suffix.

Send — Press the Display key. The phone number is dialed. If you have not specified a line suffix, the number will be dialed via the default connection.

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.

▸ **Contact your network provider for further assistance.**

Functions during a call

Initiating ringback

You have dialed a number via the fixed line network and can hear the busy tone.

Menu ➜ Ringback

☎ Press the End Call key.

As soon as the dialed number becomes available, the phone rings.

▶ Press the Talk key ✆, to establish a connection to that number.

Consultation calls

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 dialed via the fixed line connection.

Please note

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

◆ 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.

Settings for all calls

General call forwarding

Prerequisite: 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 specify a fixed line network, VoIP or mobile number for forwarding calls from a VoIP number.
You must specify 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.

Deactivating call forwarding

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 incur additional costs. Please consult your VoIP provider.

Activating/deactivating call waiting

Prerequisite: Your phone will permit two parallel VoIP connections (see Allow 1 VoIP call only, → Page 116).

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

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

Accepting/rejecting a waiting call, → Page 56.

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.

Functions during a call

Prerequisite: Your phone will permit two parallel VoIP connections (see **Allow 1 VoIP call only**, → Page 116).

Consultation calls

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 dialed via VoIP. If no suffix is entered, it is selected via the VoIP send number.

Please note

After a few seconds, the number selected for a consultation call is saved in the Last Number 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 toggle 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 forwarding (provider-dependent):

You can connect the two external participants.

Prerequisites:

– You are toggling calls and you phoned the currently active participant yourself.

– You have activated call forwarding via the Web configurator (→ Page 127)

Depending on the setting in the Web configurator (→ Page 127):

▶ Press the End Call key ☎.

Or:

▶ Press key Flash.

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 party that was previously waiting will call you back.

Accepting a waiting call

Prerequisite: Call waiting is activated (→ Page 54).

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.

Rejecting a waiting call

Menu → Reject Call Waiting

The caller hears the busy tone.

Using lists

The options are:

- Last Number Redial list
- Calls list
- Network mailbox

using the Last Number Redial list

The Last Number Redial list contains the ten numbers last dialed with the handset (maximum 32 numbers). If one of the numbers is in the directory, the corresponding name is displayed.

Dialing from the Last Number Redial list

Press the key **briefly**.

Select entry.

Briefly press/press and hold the Talk key. The number is dialed using the selected connection type (→ Page 38).

Managing entries in the Last Number Redial list

Press the key **briefly**.

Select entry.

Menu Open menu.

The following functions can be selected with ▲▼:

Use Number
Save or modify a saved number and then dial with **or** save as a new entry; to do so, press Menu → Copy to phonebook → OK after the number appears on the display.

Copy to Directory
Copy an entry to the directory (→ Page 65).

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
- Network mailbox, → Page 67

  A separate list is displayed for each network mailbox.

  Prerequisite: Its number is saved in the base station, it is switched on (→ Page 125) 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**,...).

Network Mailbox lists

If you select a Network Mailbox list and press OK you will be connected directly to the network mailbox. For information on network mailboxes, → Page 67.

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

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

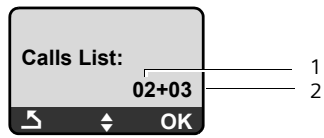
Multiple calls from the same number are stored several times in the list of answered calls.

Please note

- Only calls to the receive numbers assigned to your handset are stored in the Calls list (→ Page 120).

  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.

Open 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 77).

Managing entries in the Calls list

Prerequisite:
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
Copy 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 dialed if you press the Talk key ✆. The URI is not entered on the Last Number Redial list.
Fixed line network: → "Displaying CID information", Page 61.

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 CID information

If you have CID, 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/city are not shown, it means that the caller has not requested Caller ID or that Caller ID 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 dialed using the selected connection type (➜ Page 38).

Please note

Store your own area code on your phone (➜ Page 87, Page 122) so that the area code is automatically withheld during local calls on the fixed line network.

Using the directory

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

You can create a personalized directory for your own individual handset. However, you can send the list or individual entries to other handsets → Page 65.

Please note

For quick access to a number from the directory (shortcut), you can assign the number to a key (→ Page 64).

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

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

Entry length

Number: maximum 32 digits
Name: maximum 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. Alternately, you can also use the Web configurator to define an area code, which is automatically prefixed to all numbers that are dialed via VoIP without an area code (→ Page 122).

Please note that (depending on the fixed line network provider), when local calls are made via the fixed line network the number cannot be dialed with an area code.

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 entering IP addresses, → Page 40.
- To dial a number using a certain line connection each time, you can add the relevant line suffix to the number in question (Page 38).
- 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 134). 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 an asterisk 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 and scroll to the entry using if required.

Dialing with the directory

→ (Select entry).

Briefly press/press and hold the Talk key. The number is dialed using the selected connection type (→ Page 38).

Please note

You can only dial IP addresses via VoIP.

Managing directory entries

➔ (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
Save or modify a saved number and then dial with **or** save as a new entry; to do so, press Menu ➔ Copy to phonebook ➔ OK after the number appears on the display.

Delete Entry
Delete selected entry.

Send Entry
Send a single entry to a handset (➔ Page 65).

Delete List
Delete **all** directory entries.

Send List
Send complete list to a handset (➔ Page 65).

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 directory to number keys on your handset (➔ Shortcut, Page 64). 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 dialed via the line belonging to the suffix (➔ Page 107).

The number is dialed via the default connection. Exception: A dialing plan has been defined for the number (➔ Page 123).

Transferring the directory to another handset

Prerequisites:

- 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 confirmed by the message **Entry copied.** You can transfer several individual entries one after the other by responding OK to the **Next entry?** prompt.

Please note

- Entries with identical numbers are not overwritten on the receiving handset.
- The transfer is canceled 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 Last Number Redial list, to the directory.

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

A number is displayed:

Menu ➜ **Copy to phonebook**

▶ Complete the entry, ➜ Page 63.

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 the network mailbox

Some fixed network providers and VoIP providers offer answer 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 need the network mailbox phone number.

For information activating/deactivating network mailboxes via the Web configurator and to change their assigned numbers, → Page 125.

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 125).

You cannot activate/deactivate the network mailbox for the fixed line network connection via the Web configurator. For activating/deactivating 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.

Prerequisites:

- 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 where xxx is replaced by the standard name in the connection (IP1 to IP6, Fixed Line).

If a number is already 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 125).

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 67).

Calling the network mailbox and listening to messages

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 answer machine announcement.

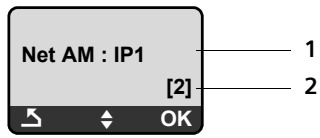
Listening to messages on the network mailbox

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

- The corresponding connection is assigned to the handset as a receive number.
- The network mailbox phone number is saved on the base station.
- The network mailbox is on (activated ➜ Page 125).

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** isdisplayed. **IP1** ... are the standard names of the corresponding connections. The default names are always displayed regardless 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 a new message is present 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 area code predefined for your phone is **not** prefixed.
- After the call, the number of new messages on the handset returns to **(0)**, even if not all or no new messages have been listened to.

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

You must define how the digit codes for VoIP should be converted to DTMF signals and transmitted. The Web configurator is used to make this setting → Page 126.

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

ECO DECT: Conserving energy

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

- The base station and the charging cradle consume less power because they are equipped with a power-saving electrical power 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 the **Eco mode**. Eco mode reduces the transmission power and the power consumption of the base station further.

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

  The setting can be made on the handset.

Activating/deactivating Eco mode

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

Eco mode

Select and press **OK** (✓ = on).

Reception display

Screen icon	Reception strength:
(flashes)	– poor to good – no reception

Please note

- Activating **Eco mode** reduces the range of the base station.

Setting the alarm clock

Prerequisite: 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.

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 signaled on the handset (→ Page 81). 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 signaled 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 multiples 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 Gigaset.net entry for the Gigaset.net directory (→ Page 48) to its local directory to enable you to use the Gigaset.net directory on your new handset.

Prerequisite: The handset can send and receive directory entries. See the handset's user guide for further information.

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 connection via the Talk key (→ Page 38) is not supported on GAP handsets. This means that if you enter a number without a line suffix and without defining a dialing plan for the phone number it will be dialed via the default connection (→ Page 86).
- 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 information on changing the assignments, → Page 120.

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 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.

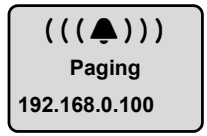
Locating a handset ("paging")

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 simultaneously ("paging"), even if ringer melodies 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 assigned 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.

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 (maximum 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 assigned the default 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

Open the list of registered handsets.

Select handset.

Press the Talk key.

Or:

Open the list of registered handsets.

Enter the internal handset number (1–6).

Calling all handsets ("group call")

Open the list of registered handsets.

Press the Asterisk key. All handsets are called.

Or:

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.

Prerequisite: You are conducting an external call.

Int — Open the list of registered handsets.

Select handset or **Call all**.

OK / Talk — 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 music on hold if activated (→ Page 86).

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 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.

Prerequisite: You are conducting an external call.

Int — Open the list of registered handsets.

Select handset or **Call all**.

OK / Talk — 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 music on hold if activated (→ Page 86).

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 75).

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 Caller ID, 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 participant. The ringer melody 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 synchronization with the time server is activated (→ Page 139). 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 month, day and year in 8-digit format, e.g. 0 1 1 0 2 0 0 9 for 10/1/2009.

Enter time: Enter the hours and minutes in 4-digit format, e.g. 0 7 1 5 for 07:15 AM.
Press the Display key **am/pm** to switch between am and pm.

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 3 2
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 (North America), Français (Amér. du Nord), Español) is set on at least three handsets.

Cause: Some display texts are only stored for the standard languages English, Français and Español 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 the non-standard languages, which are set on the handsets with the lowest internal numbers, are stored on the base station.

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.

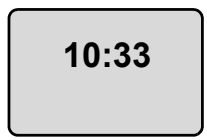
You have the following options:

No Screensaver

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

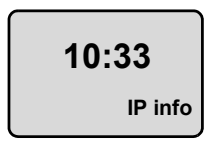
Digital Clock

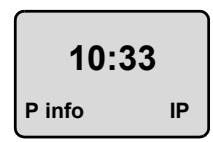
Approx. 10 seconds after the handset returns to idle status, a digital clock appears on the display.



Info Services

Approx. 10 seconds after the handset returns to idle status, a digital clock and (if available) text information from the Internet appear in 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 the digital clock is displayed by itself.

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.

The text information can be made up of separate pieces of information (→ Page 133). 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 conceals 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.

Quickly accessing functions

The Redial function (open the Last Number 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 the 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.

- **Fixed Line call (Phone)**
  Opens the predialing option for making a call via the fixed line network.
- **IP call (IP)**
  Opens the predialing 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 volume for handsfree talking 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 up on the Control key.

Set the volume.

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

If the Control key is assigned with another function:

Menu Open menu.

Volume Select and press OK.

Set the volume.

Adjusting the volume via the menu

Briefly press up on the Control key.

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 ringer melodies. The first three melodies are "classical" ringers.

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 up on the Control key.

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 up on the Control key.

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 Asterisk key until the icon appears in the display.

Reactivating the ringer

(*) Press and **hold** the Asterisk 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 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 up on the Control key.

Advisory Tones

Select and press **OK** (✓ = on).

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

Setting the battery low tone

The **battery warning 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 up on the Control key.

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, ringer melodies and alarm clock settings (→ Page 77). The Last Number Redial list is cleared.

This will not affect entries in the directory, Calls list 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 performed using a registered Gigaset A58H handset.

Some settings can also be carried out via the base station Web configurator. The icon identifies functions that you can perform via the Web configurator.

Protecting against unauthorized 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, with 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 85).

Please note that this will restore all other base station settings too (➜ Page 85).

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 89, Page 106, Page 126)
- Settings for the local network (→ Page 91, Page 103)
- Default connection (→ Page 86)
- The names of the handsets (→ Page 74)
- Eco mode is deactivated (→ Page 69)
- PABX connection settings (→ Page 94)

Calls list is 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 **only the handsets registered to the base station at delivery are registered**.

Please note

For further information about reregistering the handsets after resetting, where applicable, → Page 71.

- Remove the cable connections from the base station to the router (→ Page 20) and fixed line network (→ Page 19).
- Remove the base station power adapter from the socket (→ Page 19).
- **Press and hold** the Registration/Paging key (→ Page 2).
- Plug the power adapter back into the electrical 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 music on hold (✓ = on).

Setting default connection

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

Please note

The default connection is only relevant when dialing numbers that are not subject to dialing plans (➜ Page 123) and are entered without a line suffix (➜ Page 38).

Menu ➜ Settings ➜ Base ➜ Telephony ➜ Default Line Type

IP / Fixed LineSelect and press OK (✓ = on).

When making calls:

- **Briefly** press the Talk key to make a call via this default connection.
- Press and **hold** the Talk key to make the call via the other connection type.

For information on making the setting on the Web configurator, ➜ Page 119.

Entering local and extra area codes

Use the following guidelines to make local calls (calls to the local fixed line network):

- Depending on the exchange, area codes are not dialed for local calls via your fixed line network. However, all calls are stored in the Calls list with access codes. To call back a caller using the Calls list, you must store the local area code in the phone in whose area your phone is being used. If your phone is in a "multiple area code" area, you must also enter the other area codes that belong to this area as **extra codes**.
- With local calls via your VoIP connection the area code must also be dialed. If you have stored your area code in the phone and activated the **Predial area code for local calls through VoIP** option (→ Page 122), the area code entered is dialed automatically when dialing numbers without an area code (e.g. when dialing from the directory).

For entering the area code with the Web configurator, → Page 122.

Entering a local area code

Menu → Settings → Base → Telephony

Area Code Select and press OK.

Enter a local area code (permitted characters (maximum 3) are "*", "#") and press OK.

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

Entering extra codes

Menu → Settings → Base → Telephony

Extra Codes Select and press OK.

Select entry ("–––" = blank entry).

If necessary, delete an existing extra code.

Enter an extra code (permitted characters (maximum 3) are "*", "#") and press OK.

Repeat the above steps until you have entered all the extra codes for your area. A maximum of 5 extra codes can be stored.

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

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.

Prerequisite:

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 last 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 more recent firmware version is available on the Gigaset configuration server on the Internet. If this is the case, the message New firmware available is 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 respond to the prompt with No, the handset changes to idle status. Your phone will then remind you again about the firmware update at a later date (New firmware available is displayed again). However, you can also carry out a firmware update manually (➜ Page 88).

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 138).

Making VoIP settings on the handset

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 it 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 wizard on your phone can help you make the settings.

You can set these and other parameters conveniently via the Web configurator on a PC connected to your local network (→ Page 96).

Using the connection wizard

The connection wizard 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 wizard via the menu:

Menu → Settings → Base → Telephony

Connection Wizard

Select and press OK.

Enter the system PIN and press OK.

For entering VoIP settings using the connection wizard, → Page 21.

Changing settings without the connection wizard

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

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.

Prerequisite: 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 countries and providers 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 107.

Please note

If an error occurs during the download, an error message is displayed. You can find possible messages and measures in the table on Page 141.

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 via the Internet on the Gigaset configuration server. If this is the case, the message New profile available is 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 respond to the prompt with No, the display will not be repeated. The message New profile available will only be shown again if a newer version of the VoIP settings than the one rejected is available.

Entering/changing VoIP user data

You must complete the VoIP settings with your personal data. 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 and press OK one after the other.

Enter/change the user data and press OK.
When making these entries, please remember the VoIP user data is case sensitive. To enter text → Page 152.

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 110).

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

Please note

A previously set password is not displayed.

Setting the phone's IP address in LAN

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

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

- If performed **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 performed manually/**statically**, you assign the base station a static IP address. This may be necessary depending on your network configuration.

For information on making the local network settings on the Web configurator, → Page 103.

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 default 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 is the 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 103 and the glossary on Page 178.

Viewing/changing the subnet mask

You can only change the subnet mask if you have deactivated dynamic assignment.

255.255.255.0 is the 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 103 and the glossary on Page 182.

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 is the default.

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 default 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 access the Internet.

192.168.2.1 is the default.

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 default gateway and press OK.

Activating/deactivating the 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 analyzed. You will find a table with the possible status screens in the appendix (→ Page 145).

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 information on making the setting on the Web configurator, → Page 140.

Checking the base station MAC address

Depending on your network configuration, you may have to enter your base station MAC address, for example, into your router's access Control list. 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 checking your MAC address on the Web configurator, → Page 140.

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.

Changing the dialing mode

You can set the dialing mode.

Menu ➜ Settings ➜ Base ➜ Telephony ➜ Fixed line ➜ Dialing Mode

Tone / Pulse

Select and press OK (✓ = on).

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

Please note

- Suffix dialing (for selecting the connection) is not possible in conjunction with pulse dialing: a pound "#" is displayed during dialing but ignored when pulse dialing is used.
- Enter an asterisk "*" to switch temporarily to touch tone dialing. 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, to obtain an external line you must dial an access code before making external calls. You can store this access code in your phone. It is then added automatically to the numbers, e.g. when dialing using the Calls list.

Menu ➜ Settings ➜ Base ➜ Additional Features

Access Code

Select and press OK.

Enter or edit the access code (maximum 3 characters) and press OK.

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

If an access code is set, the following applies:

- The access code is added automatically when dialing from the Calls list and when dialing emergency numbers.
- When dialing manually and dialing numbers from the directory, you must add the access code yourself.

Setting pauses

Changing pause after line activity

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 .@ 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 Flash 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 .@

Enter a number for the length of the pause (**1** = 800 ms; **2** = 1600 ms; **3** = 3200 ms) and press OK.

Switching temporarily to touch tone dialing (DTMF)

If your PABX still operates with dial pulsing (DP), but you need touch tone dialing for a connection (e.g. to listen to the network mailbox for your fixed line network connection), you must switch to touch tone dialing for the call.

Prerequisite: You are currently conducting an external call via the fixed line network or you have dialed an external fixed line network number or an external call is signaled.

Menu Open menu.

Tone dialing Select and press OK.

Touch tone dialing is now activated **for this call only**.

Setting the phone with the 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: display text information on the handset (info services).
- Synchronize 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.).

Prerequisites:

- 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.

Connecting the PC with the telephone's Web configurator

Prerequisite: The settings of an available 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 103).

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. Enter 192.168.2.2 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.

Establish a connection via Gigaset config:

Prerequisite: 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 is displayed in the Web browser.

Please note

The connection between the PC and the 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 is 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 is 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 (grayed 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 85).
- After approximately 10 minutes of inactivity, you will be automatically logged off. The next time you try to make an entry or open a Web page, the **Login** Web page is displayed. Enter the system PIN again to log in back.
- Any entries that you did **not** save on the phone before automatic log-off will be lost.

Logging off

In the menu bar (→ Page 99) 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.

Using the Web pages

The Web pages contain the UI elements displayed in Figure 2.

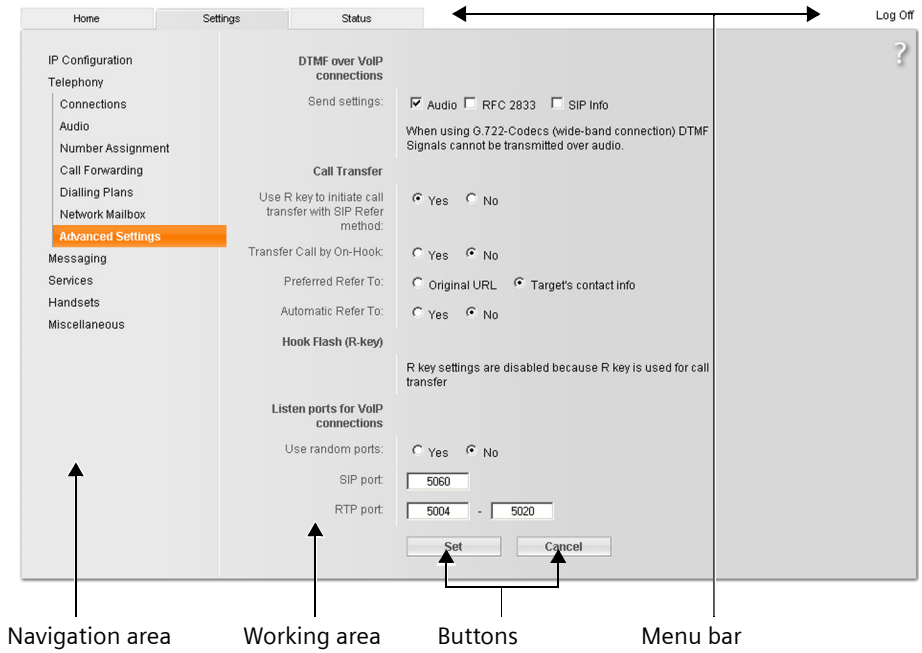


Figure 2 Example of the structure of a Web page

Menu bar

In the menu bar, the Web configurator menus are displayed in the form of tab pages.

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 This menu allows you to make settings on your phone (→ Page 102).

If you select the **Settings** menu, a list with this menu's functions is displayed in the navigation area (→ Page 100).

Status This menu provides you with information about your phone (→ Page 140).

Log Off You will find the **Log Off** function to the right of the menu bar on every Web page (→ Page 98).

Please note

An overview of the Web configurator menu → Page 37.

Navigation area

In the navigation area, the functions of the menu selected in the menu bar (→ Page 99) are listed.

If you select a function, the associated page opens in the working area with information and/or fields for your inputs.

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 dialog boxes are displayed in the working area, which allow you to make or change your phone settings.

Making changes

Settings can be changed via input 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 select from preset 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 .
  - Alternate 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 (e.g. the default settings) remains in place and is 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 is 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 98).

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 signaling

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 2 will be shown in the Web browser.

Setting the phone with the Web configurator

You can make the following settings using the Web configurator:

- Connect your phone to the local network (→ Page 103).
- Configuration for telephony:
  - Enter settings for the VoIP provider and configure or activate/deactivate VoIP accounts (→ Page 107).
  - Specify the name of the fixed line network (→ Page 114).
  - Activate/deactivate the Gigaset.net connection (→ Page 114).
  - Activate/deactivate call forwarding for calls to your VoIP numbers or to your Gigaset.net number (→ Page 121).
  - Configure settings to improve voice quality for the VoIP connections (→ Page 115).
  - Define the default connection for your telephone (fixed line network or VoIP) (→ Page 119).
  - Assign VoIP phone numbers to the individual handsets (→ Page 120).
  - Define user-specific dialing plans for emergency numbers and for cost control purposes (→ Page 123).
  - Enter and activate/deactivate the network mailbox for each number assigned to the telephone (→ Page 125).
  - Define the type of DTMF signaling (e.g. for remote operation of a VoIP network mailbox) and the Flash key function for VoIP (→ Page 126).
  - Enter settings for call forwarding via VoIP (call placing, i.e. connecting two external callers to each other, → Page 127).
- Output of information from an IP info service on the handset (→ Page 133).
- Synchronize date and time on the base station with a time server on the Internet (→ Page 139).
- Start firmware updates (→ Page 137).
- Manage registered handsets:
  - Change names and internal numbers of the registered handsets (→ Page 133).
  - Copy contacts from your PC's Outlook address book to the handset directories or save handset directories to your PC (→ Page 134).
  - Activate/deactivate the display of VoIP status messages on your handset (→ Page 136).

Configuring the IP

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 172).

- Open the following Web page: **Settings** → **IP Configuration**.
- In the **Address Assignment** area, select the **IP address type**.

Select **Obtained automatically** to use a dynamic IP address assigned by a DHCP server in your local network. No further settings are necessary for the local network.

Select **Static** to set up a static local IP address for your phone. A static IP address is, for example, useful 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 is the default.

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 default gateway uses to connect the local network 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 access the Internet.

192.168.2.1 is the default.

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 is the default.

Alternate DNS server (optional)

Enter the IP address for the alternate 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 again 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 entitlement to other networks increases the risk of unauthorized 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 participants and the Internet are often not permitted within internal company or organization 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, for example, the Gigaset.net directory 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 attempts to access the Internet directly.

Proxy server address

Enter the URL (➜ Page 183) 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

Specify the communication port used on the HTTP proxy server (number between 0 and 55000). Port 80 is usually assigned.

▶ 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 3) will be shown containing all the possible connections that you can configure, or have already configured, on your phone.

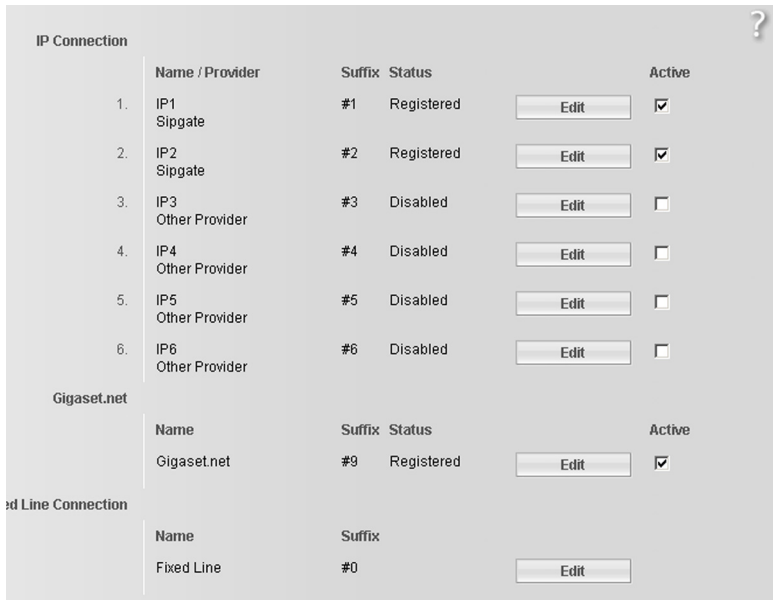


Figure 3 List of possible connections

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 108, Page 114) 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. You can find further information in section "Getting help with your phone", → Page 141.

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 the option. The change does not need to be saved.

To configure a connection or to change the configuration of a connection:

▶ Select **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 107 or
- In the section "Configuring the fixed line connection", → Page 114 or
- In the section "Configuring the Gigaset.net connection", → Page 114.

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 108),
- **Auto Configuration** (→ Page 108)

◆ Personal Provider Data (→ Page 110).

The areas

◆ General Provider Data (→ Page 111) and

◆ Network (→ Page 111)

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 108).

▶ Make the settings on the Web page.

▶ Save them in the phone → Page 113.

▶ Activate the connection if necessary → Page 114.

Area: IP Connection

Connection Name or Number

Enter a name for the VoIP connection or the VoIP phone number (maximum 16 characters). This name is used to display the connection on the handset and the Web configurator interface, e.g. during allocation of send and receive numbers (→ Page 120), for the call display (→ Page 42).

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

Prerequisites:

– 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 is displayed.

▶ Activate the connection as described on Page 114.

You can then be reached on the corresponding VoIP phone number.

- Automatic configuration of general VoIP provider data

Prerequisite: You have received your account details from your VoIP provider (e.g. **Authentication Name**, **Authentication password**).

Profile files for the most important VoIP providers are available to download from the Internet via the Gigaset configuration server. The address for the server is stored in your phone (→ Page 137).

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 provider is available, the countries and providers lists are not displayed. The name of the provider is then displayed directly.

The details of the selected provider are loaded to your phone and saved under **General Provider Data** (→ Page 111) and **Network** (→ Page 111). You cannot make any further entries in these areas.

The **Provider** field shows the name of the selected provider 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 via the Internet on the Gigaset configuration server (→ Page 90).

Area: Personal Provider Data

Enter the configuration data that is necessary for accessing 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 is 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 108), then the fields in this area will be preset with the data from the download. Generally, 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 signaling 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**) used by the phone to log in. 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. Usually, port 5060 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 109), 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 113), so that the entry stays in the routing table.

For outgoing calls

The phone needs its public address 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.

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 signaling 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 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 3 on Page 106).

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 longer period, the connection to the Web configurator is automatically terminated. Unsaved entries are lost. If necessary, save intermittently. 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 adjusting the assignment, → Page 120.

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. during allocation of send and receive numbers (→ Page 120), for the call display (→ Page 42).

- 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 (maximum 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 is displayed (→ Figure 3 on Page 106).
- 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 48) 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

Click **No** to deactivate STUN.

Select **Yes** if you want your phone to use STUN.

▶ Select **Set** to save the changes.

Optimizing 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 digitalized (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 are examples of HDSP-compatible handsets.

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 recipient side) 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** after **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 note

If only one VoIP connection is permitted, the following VoIP network services will **no** longer be available:

- 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 optimized for narrow and one for wide 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

Prerequisite: 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 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 is 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

- Only deactivate codecs (put them in the **Available codecs** list) if there is a particular reason. The more codecs that are deactivated increases the risk of calls not being 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 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

Please 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 utilization.

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 VoIP provider components are just some of the things that can 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 demonstrates 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 connection

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 connection is applied to all registered handsets.

▶ Open the following Web page: **Settings** ➜ **Telephony** ➜ **Number Assignment**.

Area Default Connection

▶ Select the default connection for your phone. This can be done by selecting option **VoIP** or **Fixed Line** after **Linetype for outgoing calls.**

▶ Select **Set** to activate your settings.

Please note

- The default connection is only relevant when dialing numbers that are not subject to dialing plans and are entered without a line suffix.
- You can change the settings for the default connection via any registered handset (➜ Page 86).

Activating the fixed line network connection as an alternate connection

You can activate the fixed line network connection on your phone as an alternate 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 alternate connection would be used in the following cases:

- Your VoIP connections are busy.
- The SIP server for the VoIP connection cannot be accessed.
- The dialed VoIP connection has not (yet) 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

If a URI or IP address is dialed 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

- To activate the fixed line network connection as an alternate connection, click the **Yes** option next to **Automatic Fallback to Fixed Line**. Select **No** to deactivate the function.
- Select **Set** to activate your settings.

Assigning send and receive numbers to handsets

You can assign up to eight phone numbers on your phone: your fixed line network number, your Gigaset.net number and 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 generally to make and pay for outgoing VoIP calls. **Exceptions:**

- A phone number is dialed with a line suffix (→ Page 107) or
- A dialing plan has been defined for the phone number (→ Page 123).

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 column **Connections**. 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.

- 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).
- 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 signaled on any handset.
- If you have not assigned receive numbers to any of the handsets, calls to all connections will be signaled on all handsets.

Activating Call Forwarding 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 some of your VoIP numbers (VoIP account) should be forwarded to this VoIP number.

You can also use the handset to set and activate/deactivate call forwarding, → Page 53.

- 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 122).

The settings only affect the phone number selected in **Connections**.

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 save the need 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 dialing numbers from the directory and other lists.

Exceptions: Phone numbers for which you have defined dialing plans and deactivated the **Use Area Codes** option (→ Page 123).

When making calls via the fixed line network, the area code entered is withheld, e.g. when dialing using the Calls list (→ Page 61).

Please note

For information on entering your area code via the handset, → Page 87.

▶ 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/city without a prefix (maximum 8 characters 0–9, *, #, R, P, r, p), e.g. 617 (for Boston).

▶ 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 dialing via VoIP.

▶ Select **Set** to save the settings.

Please note

- The area code will also be prefixed to VoIP calls made to emergency numbers if there are **no** defined dialing plans for these numbers.
- The numbers of your network mailbox saved in the base station are **not** prefixed with an area code (→ Page 125).

Defining dialing plans – cost control

You can define dialing plans to reduce costs:

- You can define the connection (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 cellular network code) any call to a number beginning with these digits will be made via the elected connection.
- You can block specific numbers, i.e. your phone will not establish a connection to these numbers (e.g. 1900 numbers).

These dialing plans apply to all registered handsets. The settings for the default connection (briefly press/press and hold) and the send numbers of handsets do not apply to numbers governed by a dialing plan.

Please note

You can override dialing plans, with the exception of blocks, as follows:

- Dial the number with a line suffix (e.g. 123456789#3, → Page 38).
- Before entering the number, define another connection type by pressing the Phone or IP Display key (→ Page 79).
  If, for example, you press Phone, the number will be dialed via the fixed line network, even if the dialing 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 dialing plan for the Phone Number "01133" would apply to every call made to France.
- Use dialing 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 dialing plans

▶ Open the following Web page: Settings → Telephony → Dialling Plans.

Area Dialling Plans

Specify dialing 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 dialing plan should apply (maximum 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 122).

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 dialed.

Or:

- Select **Block** if the number or numbers that start with the 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 dialing plan here (maximum of 20 characters).

- Select **Add**.

The dialing plan is activated immediately.

A new empty line for a new dialing plan will appear if your phone still has enough space to add further plans.

Please note

If dialing plans overlap, the one with the greatest concordance will apply.

Example:

There is a dialing plan for the number "21" and one for the number "217". If you dial "2171..." the second plan will apply; if you dial "2101..." the first plan will apply.

Example

- You want to block your phone for all 1900 numbers.

  Dialing plan:

  Phone Number = 0190 **Connection Type** = **Block**
- All calls to the cellular phone network should be made via your VoIP connection with provider B.

  Dialing plans:

  Phone Number = 020 **Connection Type** = **IP3**, provider B

  and the corresponding entries for "030" and "040", etc.

Activating/deactivating dialing plans

- Select the option in the **Active** column to activate/deactivate the corresponding dialing plan (☑ = activated).

A deactivated dialing plan will not take effect until it is reactivated.

Deleting dialing plans

▶ Select **Delete** next to the dialing plan you wish to delete.

The dialing plan is deleted from the list immediately. The space in the list is released.

Please note

Predefined dialing plans set as defaults (for emergency numbers) **cannot** be deactivated and **cannot** be deleted.

Emergency numbers

Dialing 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 dialing 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, define dialing plans for emergency numbers yourself and assign them to a connection that you know supports emergency calls. Deactivate the **Use Area Codes** option for these dialing plans. Calls to emergency numbers are always supported by fixed line networks.

Warning

- Emergency numbers cannot be dialed if the keypad lock is activated. Before dialing, press **and hold** the Pound key (#), to release the keypad lock.
- If you have activated an automatic area code (→ Page 122) and if no dialing 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 answer 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 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 109), saved to your base station and displayed under **Call number**.
- 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 signaling for VoIP

DTMF signaling, 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.
- Select **Set** to save your settings.

Please note

- The settings for DTMF signaling 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 Flash 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 Flash key.

If you press the Flash key during a VoIP call the signal will be sent to the server.

Prerequisite:

- DTMF reminders via SIP info messages is activated, i.e. the option **SIP Info** on this Web page is activated (→ Page 126).
- The Flash key is not used for call forwarding, i.e. **Use the R key to initiate call transfer with the SIP Refer method.** = **No** is set for call forwarding (→ Page 127).

If one of these prerequisites 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** fields, (maximum 31 characters) and **Application Signal** fields (maximum 15 characters) enter the data that you have received from your VoIP provider.

▶ Select **Set** to save your settings.

The setting for the Flash key applies to all registered handsets.

Configuring call forwarding 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 forwarding.

▶ Open the following Web page: **Settings** → **Telephony** → **Advanced Settings**.

Area Call Transfer

▶ Make your settings for call forwarding via VoIP in the following fields:

Use the R key to initiate call transfer with the SIP Refer method.

If you activate the **Yes** option, the two external parties you are toggling between will be connected when you press the End Call key Flash. 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) that should be used with preference when forwarding calls:

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**.

▶ Select **Set** to save your settings.

Please note

For information on forwarding 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 56.

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) signaling 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 fields **SIP port** and **RTP port**.

Click **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 intended) 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 signaling 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 (→ **Allow 1 VoIP call only** option on **Page 116**).

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 lower 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 selected.

Specify the lowest port number in the left-hand field and the highest number in the right-hand field (number between 1024 and 49152).

This port number range must not overlap 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 selected.

Specify the lowest port number in the range in the left-hand field and the highest number in the right-hand field.

The default range is 5004 to 5020.

▶ Select **Set** to save your settings.

Messaging

Your Gigaset A580 IP base station has messaging functions that can be used via a messaging capable handset, 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. New e-mail messages are displayed on a messaging-capable handset 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

To use your base station's messenger functions, you need to register a handset with messaging capability and save the access data for your message 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 message 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 131).

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 message 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) with the message 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 message server if it does not have a resource name.

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 message 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 (maximum 50 characters) and password (maximum 20 characters) that you used to register with the message 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 message 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 (maximum 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.

To chat with other Gigaset.net subscribers via this account, you must transfer 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 to 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 going online with your messaging-capable handset and chat with 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

Configuring incoming e-mail

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 (maximum 74 characters) in the **Authentication Name** field.
▶ Enter the password agreed with the provider for accessing the incoming e-mail server (maximum 32 characters; case sensitive) in the **Authentication password** field.
▶ Enter the name of the incoming e-mail server (POP3 server) (maximum 74 characters) in the **POP3 Server** field. Example: pop.theserver.com.
▶ Select from the **Check for new e-mail** list the time interval at which your phone should check whether new messages have arrived in your incoming e-mail server. Select **Never** to deactivate the request. 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 the messaging-capable handset, 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 A58H handsets to display customized 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 78). 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** as the screensaver.

- Open the following Web page: **Settings** → **Services**.
- Click 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 now registered with your Gigaset.net user ID. Your Gigaset.net user ID and password are displayed in the **Info Services Configuration** area of the Web configurator **Services** page.

This will open a website 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.

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 71).

The internal numbers and names of all registered handsets can be changed.

Please note

For information on changing internal names and numbers, → Page 73.

▶ 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 assigned 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 be changed.

Please note

If an internal number has been entered twice, a message will appear. The internal numbers are not changed.

Transferring 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).

◆ Transfer contact details from your PC address book to handset directories. Export the contacts, e.g. with Outlook Express ™ to vcf files (vCards) and transfer 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 reload it 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. at: 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.)
- To transfer a handset directory (vcf file) saved on the PC that contains numerous entries to a Microsoft Outlook™ address book, be aware that Microsoft Outlook™ only transfers the first (directory) entry from the vcf file to its address book.

Prerequisites:

- 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 three 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 dialog 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,.

Please note

For deleting the directory on the handset, → Page 64.

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 (cell)
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;CELL: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 analyzing the problem.

- Open the following Web page: **Settings** → **Handsets**.

Area VoIP Status

- Select **Yes** after **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

This user guide contains a table with possible status codes and their definitions, → Page 145.

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 the Internet server is displayed in the **Data server** field.

Only change this URL when requested by Customer Care. This address is also used to load provider information from the Internet. Make sure you write down the default URL exactly before changing it. Otherwise, you will only be able to reactivate the default URL by resetting the base station back to the default settings (→ Page 85).

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.

Prerequisites:

- 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 three minutes.

Please note

You can also start the firmware update on the handset (→ Page 87).

Firmware update from local firmware file

In extraordinary circumstances you may receive, for example, a firmware file from Service that you can upload from your PC to your telephone (e.g. because the firmware update via the Internet did not work).

Prerequisite: 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 to carry out another update with a firmware file on your local PC.

Please note

If an error occurs 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/provider profile (general provider data).

If a new version is available, a notification is sent to the handset and the Message key flashes. You can then perfom an automatic update of the firmware (→ Page 88) or carries out a provider data update.

- 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 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.

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 synchronization with a time server on the Internet.

Activate/deactivate synchronization 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 synchronization 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 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 daylight saving 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 is displayed if your time zone differentiates between daylight saving time and standard time.

  Select **On** to change the time automatically to daylight saving time or standard time when daylight saving time begins and ends respectively.

  Select **Off** if you do not want to change to daylight saving time.

  Please note: If the date and time are updated by a time server that automatically switches between daylight saving 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 synchronization, the time and date will be compared with a time server as soon as an Internet connection is established.

Synchronization will usually occur once a day (at night) if synchronization is activated. Any additional synchronization 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 synchronization with the time server.

Date and time settings are transferred to every handset after synchronization.

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 synchronization is still activated, the base station will continue to synchronize 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 synchronize for ten consecutive attempts, the base station will synchronize with the default time server.
- If you have deactivated synchronization 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 CID 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 information on assigning the IP address, → Page 103.

MAC address

The phone's device address.

Area: Software

Firmware version

Version of the firmware currently downloaded. You can download updates of the firmware to your phone (→ Page 87). Firmware updates are available on the Internet.

EEPROM version

Version of your phone's EEPROM storage chip (→ Page 175).

Getting help with your phone

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 ensure the quickest and most efficient response from Customer Service, please have the following information available:

- Version of firmware, EEPROM and your phone's MAC address
  You can check this information with the Web configurator (→ Page 140). For displaying the MAC address on your handset, → Page 93
- VoIP status code (→ Page 145)
  For problems with VoIP connections, set VoIP status messages to be displayed on your handset (→ Page 90, Page 136). These messages contain a status code that helps when the problem is analyzed.

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 11).

"Base" flashes 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 69).
2. The handset has been deregistered.
   ▸ Register the handset (→ Page 71).
3. The base station is not turned on.
   ▸ Check the base station's power 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 melody is deactivated.
   ▸ Activate the ringer melody (➔ Page 82).
2. Call forwarding set to **All Calls**.
   ▸ Deactivate call forwarding (VoIP ➔ Page 53/Page 121).

You cannot hear a ringer melody/dialing 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 152).

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 85).

The other party cannot hear you.

You have pressed the INT key or the **Mute** Display key. The handset is "muted".

▸ Press the key or **On** Display key to re-activate the microphone (➔ Page 45).

When making calls from the fixed line network, the caller's phone number is not displayed although CID (➔ Page 42) is set.

Caller ID is not enabled.

▸ The **caller** should ask his network provider to enable Caller ID (CID).

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 91).

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 112) or outbound proxy (➔ Page 113) settings are incomplete or incorrect. Check the settings.

▸ No outbound proxy is entered or the outbound proxy mode **Never** is activated (➔ Page 113) 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 is 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 145.

The phone does not dial an entered number. The display shows Not possible!.

The number may be blocked (dialing 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 s <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 113).
- Your phone is not registered with the VoIP provider.
- You have entered the wrong user ID or an incorrect domain (→ Page 110).

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 available on the preconfigured Gigaset configuration server (→ Page 137) 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 137). 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 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 signaling set up on your phone.
- Ask your VoIP provider which signaling it supports and change the settings on your phone (→ Page 126) if necessary.

When operating the base station within a PABX:
Your PABX is set for dial pulsing.
- Set your PABX to touch tone dialing.

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 synchronization with a time server on the Internet (→ Page 139).

Using VoIP status codes

If you have problems with your VoIP connections, activate the **Status on HS** function (→ Page 93, Page 136). You will then receive a VoIP status code that will support you during the problem analysis. Provide the code to the Service department during the problem analysis.

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 dialing 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 dialed 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 connect the call.
0x400	Wrong call
0x401	Not authorized
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 dialed 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).

Status code	Meaning
0x410	The requested service is not available from the VoIP provider.
0x413	Message is too long.
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 dialed 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 dialed is not unique and cannot be processed by the VoIP provider.
0x486	The called party is busy.
0x487	General faults: The call was canceled 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.

Status code	Meaning
0x503	The query can currently not be processed by the receiving device or the proxy 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.
0x504	Time limit exceeded at the gateway.
0x505	The server rejects the query because the indicated version number of the SIP protocol does not at least concur with the version that is used by server or the 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 canceled because of time-out.
0x704	Connection interrupted because of a SIP error.
0x705	Wrong dialing 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 authorized.
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 Service.

Base station service information

Prerequisite: 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 format), e.g. the number of registered handsets. 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 regardless of the VoIP provider.

6: Device number of the base station. Contains further information for the service employee.

Unlock System

Confirm selection with OK.
You can use a code to cancel any provider-specific device lock that may have been set.

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 VoIP connections for which profiles are available on the Gigaset server are updated.

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 mno #.

The information displayed on the handset includes:

1: Serial number (IPUI)

2: Number of operating hours

3: Variant, version of handset software

Protecting our environment

Our environmental mission statement

We, Gigaset Communications GmbH, bear social responsibility and are 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 69) saves energy and is 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 or the dealer you purchased the product from.

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 trash can, the product is subject to European Directive 2002/96/EC.

Appropriate disposal and separate collection of used equipment help to prevent potential harm to both the environment and health. They are a prerequisite 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 or refuse collection service or the dealer you purchased the product from.

Appendix

Care

Wipe the base station, charging cradle and the handset with a **damp** cloth (do not use solvent) or an antistatic cloth.

Never use a dry cloth as this can cause static.

Contact with liquid ⚠

If the handset should come into contact with liquid:

- **Switch off the handset and remove the battery pack immediately**.
- Allow the liquid to drain from the handset.
- 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.).
- **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 recommended rechargeable 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

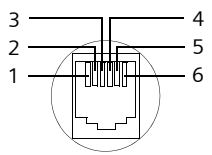
Charging (maximum charge current):	approx. 1.4 watt
Sustained charge:	approx. 0.6 watt
Not charging (only the network adaptor):	approx. 0.3 watt

General specifications

Interfaces	Fixed line network, Ethernet
No. of channels	60 duplex channels
Radio frequency range	1880–11900 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 328 yards outdoors, up to 55 yards indoors
Base station power supply	230 V ~/50 Hz
Environmental conditions in operation	+41°F to +113°F; 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
Dialing mode	DTMF (touch tone dialing)/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 capitalized, 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 Pound 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 Pound key # **before** entering the letter.

You can see briefly in the display whether upper case, lower case or digits is selected.

Industry Canada Certification

Operation is subject to the following two conditions (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network, protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together.

This precaution may be particularly important in rural areas

NOTE: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

This product meets the applicable Industry Canada technical specifications.

The Ringer Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all devices does not exceed five.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

FCC / ACTA Information

Warning: Changes or modifications to this unit not expressly approved by Gigaset Communications USA LLC could void the FCC authority to operate the equipment. This includes the addition of any external antenna device.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of the base station is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (*e.g.*, 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

A copy of the supplier's Declaration of Conformity (SDoC) is available at this Internet address: www.gigaset.com/docs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance, that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service. If you experience trouble with this telephone system, disconnect it from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

If trouble is experienced with this equipment, for repair or warranty information, please contact Support at 1-866-247-8758. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved. This equipment is of a type that is not intended to be repaired by the Customer (user).

This telephone system may not be used on coin service provided by the telephone company. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information. Privacy of communications may not be ensured when using this phone.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

This telephone system equipment has been tested and found to comply with the limits for Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Some cordless telephones operate at frequencies that may cause interference to nearby TV's and VCR's; to minimize or prevent

such interference, the system base should not be placed near or on top of a TV or VCR; and, if interference is experienced, moving the base farther away from the TV or VCR will often reduce or eliminate the interference.
However, there is no guarantee that interference will not occur in a particular installation. If this telephone system does cause harmful interference to radio or television reception, which can be determined by turning the system off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the base station and receiver.
3. Connect the base station into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio TV technician for help.

Notice for Direct Inward Dialing ("DID")

ALLOWING THIS EQUIPMENT TO BE OPERATED IN SUCH A MANNER AS TO NOT PROVIDE FOR PROPER ANSWER SUPERVISION IS A VIOLATION OF PART 68 OF THE FCC'S RULES.

Notice to Hearing Aid Wearers:

This phone system is compatible with inductively coupled hearing aids.

Power Outage:

In the event of a power outage, your cordless telephone will not operate. The cordless telephone requires electricity for operation. You should have a telephone that does not require electricity available for use during power outages.

Notice:

The installation of the base unit should allow at least 8 inches between the base and persons to be in compliance with FCC RF exposure guidelines.

For body worn operation, the portable part (handset) has been tested and meets FCC RF exposure guidelines. Use with an accessory that contains metal parts may not ensure compliance with FCC RF exposure guidelines.

Notice to telephone company service:
If you need service from your telephone company, please provide them with the information

- Facility interface Code (FIC)
- Service Order Code (SOC)
- Universal Service Order Code (USOC)

as indicated on the label on the bottom side of the base station.

Safety precautions

Before using your telephone equipment, basic safety instructions should always be followed to reduce the risk of fire, electric shock and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall telephone jack and power outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use damp cloth for cleaning.
4. Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
5. Place this product securely on a stable surface. Serious damage and/or injury may result if the unit falls.
6. Slots or openings in the cabinet and the back and bottom are provided for ventilation, to protect it from overheating. These openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register, or in a place where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of AC line power to your home, consult your dealer or local power company.
8. Do not place objects on the power cord. Install the unit where no one can step or trip on the cord.
9. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in the risk of fire or electric shock. Never spill liquid of any kind on this product.
11. To reduce the risk of electric shock or burns, do not disassemble this product. Take it to a qualified service center when service is required. Opening or removing covers may expose you to dangerous voltages, dangerous electrical current or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
12. Unplug the product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

a.) When the power cord is damaged or frayed.
b.) If liquid has been spilled into the product.
c.) If the product has been exposed to rain or water.
d.) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and may require extensive work by a qualified technician to restore the product to normal operation.
e.) If the product has been dropped or physically has been damaged.
f.) If the product exhibits a distinct change in performance.

13. Avoid using a telephone (other than a cordless type) during a thunderstorm. There may be a remote risk of electrical shock from lightning. Therefore we suggest a surge arrestor.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Emergency/911 numbers may not be dialed if the keypad is locked.
16. Minimum No. 26 AWG telecommunication line cord must be used with this phone.

BATTERY SAFETY PRECAUTIONS

To reduce the risk of fire, injury or electric shock, and to properly dispose of batteries, please read and understand the following instructions.
CONTAINS NICKEL METAL HYDRIDE BATTERY. BATTERY MUST BE RECYCLED OR DISPOSED OF PROPERLY. DO NOT DISPOSE OF IN MUNICIPAL WASTE.
1. Only use the batteries specified for use with this product.
2. DO NOT USE NICKEL CADMIUM OR LITHIUM BATTERIES, or mix batteries of different sizes or from different manufacturers in this product. DO NOT USE NONRECHARGEABLE BATTERIES.
3. Do not dispose of the batteries in a fire; the cells may explode. Do not expose batteries to water. Check with local codes for special disposal instructions.
4. Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause damage to the eyes or skin. The electrolyte may be toxic if swallowed.
5. Exercise care in handling the batteries in order not to short the batteries with conducting materials such as rings, bracelets, and keys. The batteries or conducting material may overheat and cause burns or fire.
6. Charge the batteries provided with, or identified for use with, this product only in accordance with the instructions and limitations specified in the user's manual. Do not attempt to charge the batteries with any means other than that specified in the users manual.
7. Periodically clean the charge contacts on both the charger and handset.

Service (Customer Care)

Customer Care Warranty for Cordless Products
To obtain Customer Care Warranty service,
product operation information, or for problem resolution, call:
Toll Free: 1-866-247-8758
7:00 a.m. – 7:00 p.m. EST Monday-Saturday excluding holidays (English)
7:00 a.m. - 12:00 p.m. (noon) EST Monday-Saturday excluding holidays (French)

End-user limited warranty

This product is covered by a one year limited warranty. Any repair replacement or warranty service, and all questions about this product should be directed to: 1-866-247-8758.

This limited, non-transferable warranty is provided to the original buyer/end-consumer ("you") for systems, handsets and accessories (collectively, "Product") provided by Gigaset Communications USA LLC or Gigaset Communications Canada Inc. (collectively "Gigaset NAM"). Gigaset NAM warrants to you that at the date of purchase, the Product is free of defects in workmanship and materials and the software included in the Product will perform in substantial compliance to its program specifications.

1. WARRANTY PERIOD

The Product warranty period is one (1) year from the original date of purchase by you. Proof of purchase (*e.g.*, sales slip or invoice) must be provided with any Product returned during the warranty period. Batteries supplied with the Products are warranted to be free from defects at the time of purchase only.

2. EXCLUSIVE REMEDY

Gigaset NAM's entire liability and your exclusive remedy if the Product is defective in materials or workmanship during the warranty period and is returned shall be that the Product will be repaired or replaced as set forth in Section 4 below. Reconditioned replacement components, parts or materials may be used in the replacement or repair. Data in the memory of the Product may be lost during repair.

3. THIS LIMITED WARRANTY DOES NOT COVER AND IS VOID WITH RESPECT TO THE FOLLOWING:

- Cosmetic damage, physical damage to the surface of the Product, including, without limitation, breakage, cracks, dents, scratches or adhesive marks on the LCD screen or outside casing of the Product.
- Products which have been repaired, maintained or modified (including the antenna) by anyone other than Gigaset NAM or a Gigaset NAM-approved repair facility, or that have been improperly installed.
- Cost of installation, removal or reinstallation.
- Damage due to any telephone, electronic, hardware or software program, network, Internet or computer malfunctions, failures, or difficulties of any kind, including without limitation, server failure or incomplete, incorrect, garbled or delayed computer transmissions.
- Equipment and components not manufactured, supplied or authorized by Gigaset NAM.

- Modification of the Product's components, or operation of the Product in an unsuitable environment or in a manner for which it is not intended, including but not limited to failures or defects caused by misuse, abuse, accidents, physical damage, abnormal operation, improper handling or storage, neglect, alterations, unauthorized installation, removal or repairs, failure to follow instructions, problems caused by the carrier's network coverage, exposure to fire, water or excessive moisture or dampness, floods, or extreme changes in climate or temperature, acts of God, riots, acts of terrorism, spills of food or liquids, viruses or other software flaws introduced into the Product or other acts which are not the fault of Gigaset NAM and which the Product is not specified to tolerate, including damage caused by mishandling or blown fuses.
- Products which have had warranty stickers, electronic serial number and/or serial number label removed, altered, rendered illegible or fraudulently applied to other equipment.
- Signal reception problems (unless caused by defect in material or workmanship in the Product).
- Products operated outside published maximum ratings.
- Performance of the Products when used in combination with other products or equipment not manufactured, supplied or authorized by Gigaset NAM.
- Consumables (such as batteries and fuses).
- Payments for labor or service to representatives or service centers not authorized to perform product maintenance by Gigaset NAM.
- Loss of data.
- Testing and examination discloses that the alleged defect or malfunction in the Product does not exist.

This warranty does not cover customer education, instruction, installation or removal, set up adjustments, problems related to service(s) provided by a carrier or other service provider, and/or signal reception problems. Gigaset NAM shall not be responsible for software, firmware, information, or memory data contained in, stored on, or integrated with any Products returned for repair, whether under warranty or not. This warranty is valid only in the country in which it is purchased (*i.e.*, the United States of America or Canada respectively, but not both).

USE WITH ACCESSORIES NOT SUPPLIED BY GIGASET NAM OR NOT OTHERWISE EXPRESSLY AUTHORIZED BY GIGASET NAM MAY VOID WARRANTY.

4. WARRANTY CLAIM PROCEDURE

All warranty claims must be made by notifying Gigaset NAM prior to the expiration of the warranty period. Gigaset NAM's obligation to provide warranty support shall not extend past the end of the warranty period, except that any product repaired or replaced during the warranty period shall continue to be warranted for the balance of such warranty period or thirty (30) days, whichever is greater.

Throughout the warranty period, Support will be available 7:00 a.m. – 7:00 p.m. EST Monday-Saturday (English) and 7:00 a.m. - 12:00 p.m. (noon) EST Monday-Saturday (French), excluding National holidays. Support service will be provided for you by accessing the toll free customer service number:

1-866-247-8758

5. LIMITATION OF WARRANTY

Gigaset NAM makes no warranty or representation that the software in the Products will meet your requirements or will work in combination with any hardware or applications software products provided by third parties, that the operation of the software will be uninterrupted or error free, or that all defects in the software products will be corrected.

6. LIMITATION ON REMEDIES; NO CONSEQUENTIAL OR OTHER DAMAGES

Your exclusive remedy for any breach of this limited warranty is as set forth above. Except for any refund elected by Gigaset NAM, **YOU ARE NOT ENTITLED TO ANY DAMAGES, INCLUDING BUT NOT LIMITED TO CONSEQUENTIAL DAMAGES**, if the Product does not meet the limited warranty , and, to the maximum extent allowed by applicable law, even if any remedy fails of its essential purpose. The terms below ("Exclusion of Incidental, Consequential and Certain Other Damages") are also incorporated into this limited warranty . Some states/jurisdictions/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights. You may have others which vary from state/jurisdiction/province to state/jurisdiction/province.

7. DISCLAIMER OF WARRANTIES

GIGASET NAM AND ITS SUPPLIERS PROVIDE THE PRODUCT AND SUPPORT SERVICES (IF ANY) AS IS AND WITH ALL FAULTS. THE LIMITED WARRANTY IS IN LIEU OF ANY OTHER EXPRESS WARRANTIES (IF ANY) CREATED BY ANY DOCUMENTATION OR PACKAGING EXCEPT FOR THE LIMITED WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IS IN LIEU OF ANY IMPLIED OR STATUTORY WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OF ACCURACY OR COMPLETENESS OR RESPONSES, OF RESULTS, OF WORKMANLIKE EFFORT, OF LACK OF VIRUSES AND OF LACK OF NEGLIGENCE, ALL WITH REGARD TO THE PRODUCT, AND THE PROVISION OF OR FAILURE TO PROVIDE SUPPORT SERVICES. ALSO, THERE IS NO WARRANTY OR CONDITION OF TITLE, QUIET ENJOYMENT, QUIET POSSESSION, OR CORRESPONDENCE TO DESCRIPTION OR NONINFRINGEMENT WITH REGARD TO THE PRODUCT. Some states/jurisdictions/provinces do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above exclusions or limitations may not apply to you. If an implied warranty or condition is created by your state/province and federal or state/provincial law prohibits disclaimer of it, you also have an implied warranty or condition, BUT ONLY AS TO DEFECTS DISCOVERED DURING THE PERIOD OF THIS LIMITED WARRANTY (ONE YEAR). AS TO ANY DEFECTS DISCOVERED AFTER THE ONE YEAR PERIOD, THERE IS NO WARRANTY OR CONDITION OF ANY KIND. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state/province to province. In no event shall Gigaset NAM's liability exceed the cost of repairing or replacing defective Products as provided herein, and any such liabilities will terminate upon expiration of the warranty period.

Any supplements or updates to the Product or the software in the Product, including without limitation, any (if any) software fixes or upgrades or bug fixes provided to you after the expiration of the one year limited warranty period are not covered by any warranty or condition, express, implied or statutory.

8. EXCLUSION OF INCIDENTAL, CONSEQUENTIAL AND CERTAIN OTHER DAMAGES

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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 number is busy.

B

Block dialing

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

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

= 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

CF → Call forwarding

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 digitizes and compresses analog voice before it is sent via the Internet, and decodes – i.e. translates into analog 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

Service characteristic of 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 dialed 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

D

DHCP Dynamic Host Configuration Protocol

Internet protocol which regulates 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 (Demilitarized 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 enables assignment of **IP addresses** to **Domain names** that are easier to memorize. This assignment must be managed in each (W)LAN from a local DNS server. 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 (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. Prerequisites: 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 dialing (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 "DynamicDNS". 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 at the same Domain name, regardless 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 customized 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 unauthorized 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 Software for a device in which basic information is stored for the device's function. 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 language 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, a 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 makes handsfree talking more convenient. 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 electro-technology, concerned in particular with the standardization 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.

Each **Network subscriber** is identifiable via his **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 a period (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 subscriber** (e.g. phone). Depending on the **Subnet mask**, the front 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 that is played while you are on a **Consultation call** or **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). To "get around" NAT, it is possible to use (alternately) **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 subscriber

Devices and PCs that are connected to each other in a network, e.g. servers, PCs and phones.

O

Outbound proxy

Alternate NAT control mechanism to STUN and ALG.

Outbound proxies are implemented by the VoIP provider in firewall/NAT environments as an alternate 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 unauthorized use. When the PIN is activated, a number combination has to be entered 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 subscriber**. 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.

Predialing → **Block dialing**.

Private IP address

→ **Public IP address**.

Protocol Describes the agreements for communicating within a **Network**. It contains rules for opening, administering 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 names**/**IP addresses** and **Ports**.

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)

Quality of service

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 prioritizing data packets, reserving bandwidth and data packet optimization.

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 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.

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 canceled after about 2 hours (depending on the VoIP provider).

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 addresses**/ **Domain names** and **Ports**.

SIP (Session Initiation Protocol)

Signaling 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 signaling 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 dialing 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 (analog, ISDN and cellular) 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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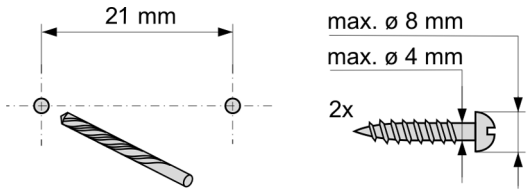

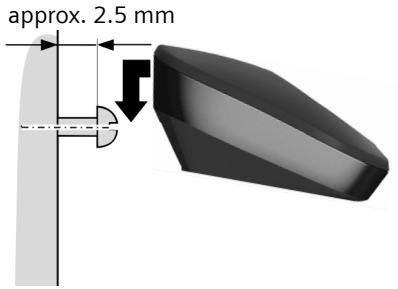
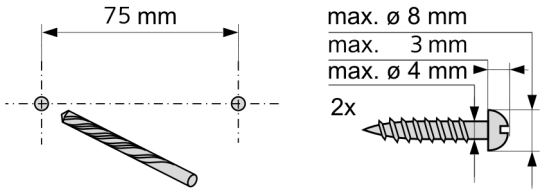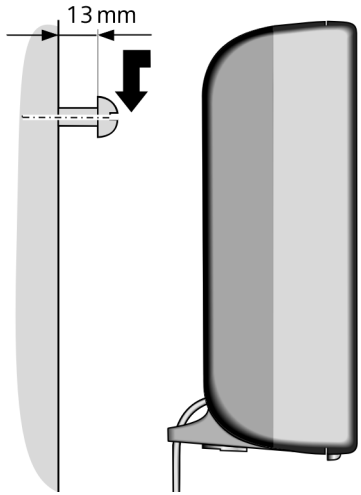
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