



Gigaset

COMFORT 500/520/550 A IP BASE

The most up-to-date user guide
can be found at
www.gigaset.com/manuals



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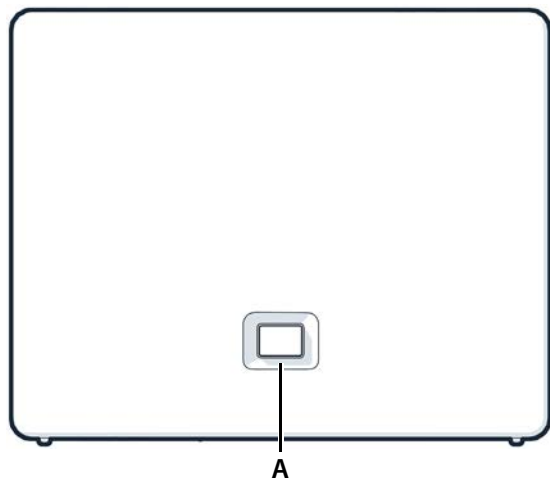
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Not all functions described in the user guide are available in all countries or from all network providers.

Overview

Base



A Registration/paging key

Locate a handset (paging):

- ▶ Press **briefly** (< 1 sec.)

The IP address for the telephone appears in the handset display.

Register the handset:

- ▶ Press and **hold** (1 – 5 sec.)

Resetting the device to factory settings:

- ▶ Press and hold, with the power plug inserted, and wait for 10 seconds till the key lights up red.

Steady green:

System ready for use

Flashing green:

Device in DECT registration mode or connecting to Gigaset Cloud

Steady amber:

New firmware available

Steady red:

No network connection, device not ready for use

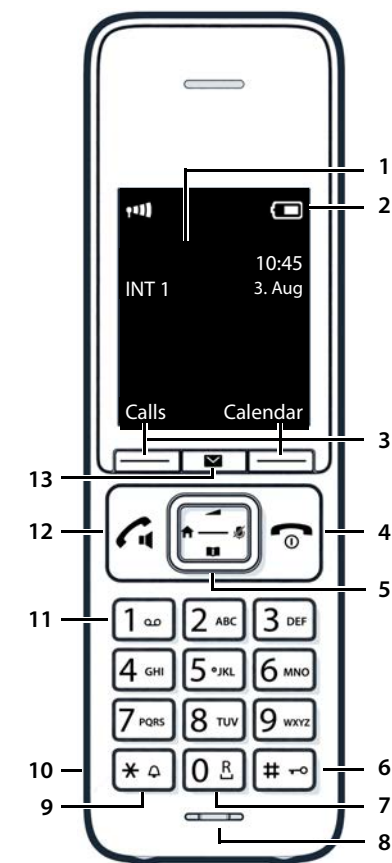
Flashing red (slow):

No connection to Gigaset Cloud

Flashing red (quickly):

Device is being reset

Handset



1 Display

2 Status bar

Icons display current settings and operating status of the telephone

3 Display keys and functions

various functions, depending on the operating situation

4 End call key / On/Off key

End call; Cancel function; ▶ Press **briefly**
 one level back
 back to idle mode, switch ▶ press and **hold**
 handset on/off

5 Control key / Menu key

- ▶ Open menu; mute;
- ▶ Open directory;
- ▶ Adjust volume;
- ▶ Initiate an internet call;
- ▶ Navigate through menus and entry fields

6 Hash key / Lock key

- Lock/unlock the keypad; ▶ press and **hold**
 enter a dialling pause
- Toggle between upper/ ▶ Press **briefly**
 lower case and digits

7 Recall key

- Consultation call (flash) ▶ press and **hold**

8 Microphone

9 Star key

- Activating/deactivating the ▶ press and **hold**
 ringtone
- Special characters table ▶ Press **briefly**
 open

10 Headset connector (3.5mm jack)

11 Key 1

- Dial voicemail ▶ press and **hold**

12 Talk key / Handsfree key

- Accept call; select displayed ▶ Press **briefly**
 number; switch between
 handset and handsfree
 mode; open redial list
- Start dialling ▶ press and **hold**

13 Message key

- Access to the call and message lists;
flashes: new message or new call



If multiple functions are listed, the key function depends on the situation.

Symbols in the user guide

Icons

	Warnings, which, if not observed, can result in damage to devices or to personal injury.
	Important information regarding function and appropriate handling or functions that could generate costs.
	Prerequisite for carrying out the following action.
	Additional helpful information.

Handset keys

	or	Talk key		or	Handsfree key
		End call key			Number/letter keys
		Control key rim / centre			Message key
		Recall key			Star key
		Hash key			
OK, Back, Select, Change, Save, ...			Display keys		

Handset procedures

Example: Activating/deactivating auto answer:

▶ ▶ Settings ▶ OK ▶ Telephony ▶ OK ▶ Auto Answer ▶ Change = activated)

Display	Meaning
▶	Every arrow initiates an action.
▶	Open main menu: Press the middle of the control key when the handset is idle status.
▶ Settings	Use the control key to navigate to the submenu Settings .
▶ OK	Confirm with the display key OK or the control key . The Settings submenu is opened.
▶ Telephony	Select the Telephony entry using the control key .
▶ OK	Press OK to confirm. The Telephony submenu is opened.
▶ Auto Answer	Select the Auto Answer entry using the control key .
▶ Change	Activate or deactivate it using Change . Function is activated /deactivated .

Procedures for web interface

Example: Enable 24-hour time format

►  **Settings** ►  **System** ► **Date & Time** ► **24h Time Format** ( = activated) ► **Save**

Step	Actions required
►	Open the web interface
►  Settings	At the bottom of the navigation area, click Settings . The settings menu is opened in the navigation area.
►  System	In the settings menu, click System . The System submenu is opened.
► Date & Time	In the submenu System , click Date & Time . The time settings are displayed.
► 24h Time Format	Next to 24h Time Format , click the  switch. The function is activated ( = activated)
► Save	Click the Save button.

Safety precautions

	Read the safety precautions and the user guide before use.
	The device cannot be used in the event of a power failure. In case of a power failure it is also not possible to make emergency calls. If the LAN or Internet connection is down, functions that require an Internet connection are not available, such as Internet telephony (VoIP), online directories and the Info Center. Emergency numbers cannot be dialled if the keypad/display lock is activated!
	Use only rechargeable batteries that correspond to the specification (see list of permitted batteries → www.gigaset.com/service). Never use a conventional (non-rechargeable) battery or other battery types as this could result in significant health risks and personal injury. Rechargeable batteries, which are noticeably damaged, must be replaced.
	The handset must not be operated if the battery cover is open. Ensure that the batteries can not be short-circuited by objects in the battery compartment.
	Do not use the devices in environments with a potential explosion hazard (e.g. paint shops).
	The devices are not splashproof. For this reason do not install them in a damp environment such as bathrooms or shower rooms.
	Use only the power adapter indicated on the device.
	Remove faulty devices from use or have them repaired by our Service team, as these could interfere with other wireless services.
	Do not use the device if the display is cracked or broken. Broken glass or plastic can cause injury to hands and face. Send the device to our Service department to be repaired.
	Do not hold the rear of the handset to your ear when it is ringing or when speaker mode is activated. Otherwise you risk serious and permanent damage to your hearing. The phone may cause interference in analogue hearing aids (humming or whistling) or cause them to overload. If you require assistance, please contact the hearing aid supplier.



Keep small cells and batteries, which can be swallowed, out of the reach of children. Swallowing a battery can lead to burns, perforation of soft tissue and death. Severe burns can occur within 2 hours of swallowing. In the case of a swallowed cell or battery, seek medical care immediately.



To prevent loss of hearing, avoid listening at high volume over long periods of time.



Using your telephone may affect nearby medical equipment. Be aware of the technical conditions in your particular environment, e.g. doctor's surgery. If you use a medical device (e.g. a pacemaker), please contact the device manufacturer. They will be able to advise you regarding the susceptibility of the device to external sources of high frequency energy (for the specifications of your Gigaset product see "Technical data").



Only shielded cables should be used to connect the telephone to the local network.

Data protection notice

When the device is connected to the router, it will automatically contact the Gigaset Support Server. It will send the following device-specific information once per day:

- Serial number / item number
- MAC address
- Private IP address for the Gigaset in the LAN, its port numbers
- Device name
- Software version

On the support server, this information is linked to the existing device-specific information:

- system-related/device-specific passwords

Getting started

Package contents

- One **base station**, one plug-in power supply unit for the base station, one LAN cable
- One **handset**, one battery cover, two batteries, one charging cradle with power adapter, one belt clip
- one installation guide



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

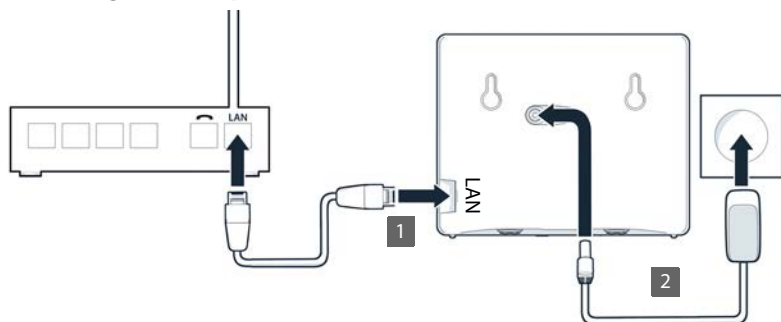
Position the base on a level, non-slip surface at a central point in the flat or house. The device's feet do not usually leave any marks on installation surfaces. However, due to the multitude of different varnishes and polishes used on furniture, contact marks on the surfaces cannot be completely ruled out.

Never expose the telephone to heat sources, direct sunlight or other electrical devices.

Protect your telephone from moisture, dust, corrosive liquids and vapours.

In the case of wall mounting, a height of 2 m must not be exceeded.

Connecting the telephone



- ▶ Connect the LAN port on the device **1** to the local network, e.g. using a router or switch.
- ▶ Connect the device to the mains power **2**.

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Setting up the handset for use

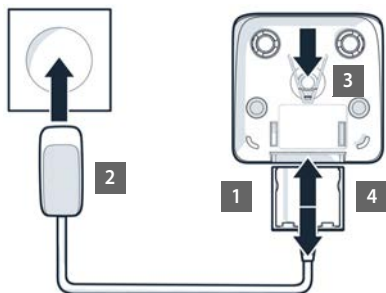
The display is protected by a plastic film. ► **Remove protective film!**

Connecting the charging cradle

- Connect the flat plug of the power adapter **1**.
- Plug the power adapter into the power socket **2**.

To remove the plug from the charging cradle again:

- Disconnect the power adapter from the mains power supply.
- Press the release button **3**.
- Remove the flat plug **4**.



Inserting the batteries



Only use **rechargeable batteries** otherwise major health risks and injury may result. For example, the outer casing of the batteries could be damaged beyond repair or the batteries could explode. The device could also malfunction or be damaged as a result of using batteries that are not of the recommended type.



- ▶ Insert the batteries (for correct +/- direction, see diagram).



- ▶ Fit the battery cover from the top.
- ▶ Press the cover until it clicks into place.



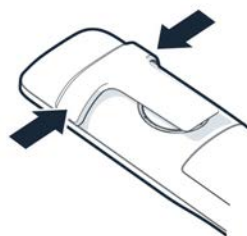
Re-open the battery cover:

- ▶ Insert a fingernail into the notch at the top of the cover and slide it downwards.

Attaching the belt clip

The handset has notches on each side for attaching the belt clip.

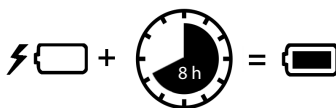
- Attaching the belt clip: ▶ Press the belt clip onto the back of the handset so that the tabs on the belt clip click into place in the notches.
- Removing the belt clip: ▶ Press the centre of the belt clip firmly with your thumb. ▶ Push the nail of your other thumb up between the clip and the casing. ▶ Slide the clip upwards to remove.



Charging the batteries

- ▶ Charge the batteries fully prior to first use in the charging cradle.

The batteries are fully charged when the power icon  disappears from the display.



Batteries can heat up during the charge process. This is not dangerous.

Over time, the charging capacity of the batteries will decrease for technical reasons.

Switch the handset off if you are not using it for a couple of days.

If you are not using the handset for a couple of weeks, switch it off and remove the batteries.

Set display language and country

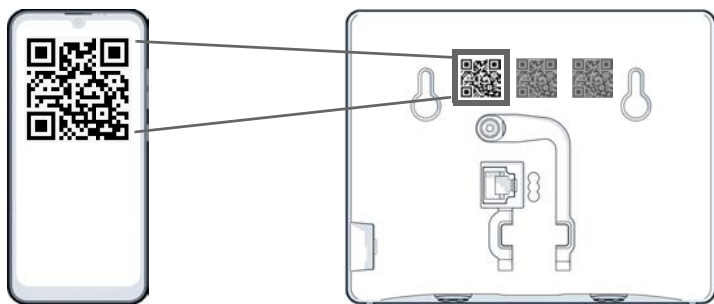
- ▶ Press control key  until the language required is selected on the display, e.g. **Francais** ▶ **OK**
- ▶ Press control key  until the desired country is shown on the display ▶ **OK**

Registering a handset

The display shows **Please register handset**. The telephone needs to be set up before first use. As soon as you are prompted to do so in the phone's setup wizard, start the registration process on the handset with the right display button.

Setting up the telephone for use

- ▶ Scan the QR code on the left on the back of the device with a QR code reader on a smart-phone or tablet.



or

- ▶ Open the browser on a mobile device or PC ▶ Enter gigaset-config.com in the address line
If multiple Gigaset devices are displayed: ▶ Select **Gigaset IP BASE**

The telephone web user interface starts with the setup wizard, which takes you step-by-step through the configuration process. Follow the instructions on the screen.



You can end configuration after any step by pressing **Finish**. The overview page of the web user interface is then displayed.

- Step 1 : Select language and country
- Step 2 : Set and repeat password
- Step 3 : Set up telephone connection. You will need your provider's connection data.
▶ Click **SIP Line configuration**
- Step 4 : Register DECT handset or DECT repeater on your telephone.
▶ **Device configuration** ▶ Select the required device

Once configuration is complete, the overview page of the web user interface is displayed.

Your telephone is now ready to use.



You can only register **one** device with the setup wizard. Register more devices with one of the device wizards.

- ▶ Click  at the bottom in the navigation bar ... The wizards overview opens ▶ Start the **DECT device** or **DECT repeater** wizard

Using the telephone

Getting to know your telephone

Switching the handset on/off

Switching on: ► when the handset is switched off, press and **hold** the end call key 

Switching off: ► when the handset is in idle status, press and **hold** the end call key 

If you place a switched-off handset in the base or charging cradle, it switches itself on automatically.

Locking/unlocking the keypad

The keypad lock prevents any accidental use of the phone.

Lock/unlock the keypad: ►  Press and **hold**

Keypad lock activated: The  icon is shown on the display



If a call is indicated on the handset, the keypad automatically unlocks and you can accept the call. It then locks again when the call is finished.

It is also not possible to call emergency numbers when keypad lock is enabled.

Control key



The control key enables you to navigate the menus and input fields, and also to call up certain functions depending on the situation.

In the description below, the side of the control key is marked with an arrow (up, down, left, right) that must be pressed in the different operating situations, e.g.  for "press right on the control key".  means "press the middle of the control key".

In sleep mode

Open the main menu:

- ▶ Press  or 

In idle status and during a call

Open the handset's local directory:

- ▶  Press **briefly**

Open the phone's central directory:

- ▶  Press and **hold**

Open the list of handsets, internal call/consultation:

- ▶ Press 

Adjust the loudspeaker volume for receiver and handsfree mode:

- ▶ Press 

Conversation ongoing

Mute microphone:

- ▶ Press 

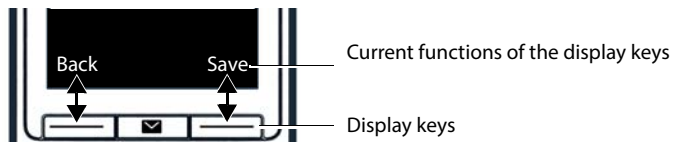
In submenus, selection and entry fields

Confirm function/selection:

- ▶ Press 

Display keys

The display keys perform a range of functions depending on the operating situation.



- ▶ Press display key . . . Function shown in display above is opened.

Menu navigation

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

- Open the main menu: ▶ In idle status, press the control key in the middle  or on the right 
 - To open a submenu: ▶ Select submenu with  ▶ confirm with OK
 - Go back one menu level: ▶ Press the display key **Back**
or: ▶ **Briefly** press the end call key 
 - Select entry/function: ▶ Press the display key **OK**
or: ▶ Press the control key 
 - Activate/deactivate function: ▶ Press display key **Change**
( = activated/  = deactivated)
 - Activate/deactivate option: ▶ Press display key **Select**
( = selected/  = not selected)
 - Changing to idle status: ▶ Press and  **hold** the end call key
- The display automatically returns to idle status after a period of inactivity.

Entering text

To enter text in a text field, multiple letters and numbers are assigned to each key between  and  and the  key. When a key is pressed, the possible characters are shown at the bottom of the display. The selected character is highlighted.

- Select letters/numbers: ▶ **tap** the key multiple times in succession
- Switch between lower case, upper case and digit entry mode: ▶ press the hash key 
When editing a directory entry, the first letter and each letter following a space are automatically in upper case.
- Enter special characters: ▶ press the star key  ▶  to navigate to the required character ▶ **Insert**
- Select entry field: ▶ select field with 
A field is activated when there is a flashing cursor inside it.
- Change input position: ▶ use  to move the position of the cursor
- Delete characters in front of the cursor: ▶  **tap**
- Delete words in front of the cursor: ▶  **Press and hold**

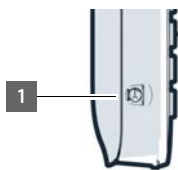


The availability of special characters depends on the language setting.

Connecting the headset

- ▶ Use the 3.5 mm jack to connect the headset to the left-hand side of the handset **1**.

The headset volume corresponds to the setting for the receiver volume.



Quick access to numbers and functions

Assigning numbers to number keys (quick dial)

The keys **2** to **9** can be assigned a **number from the directory**.



No number has yet been assigned to the number key.

- ▶ Press and **hold** the number key

or

- ▶ **Briefly** press the number key ▶ Press the display key **QuickDial**

The directory opens.

- ▶  Select entry ▶ **OK** ▶ if required, select number with  ▶ **OK** ... the entry is stored on the number key



If the entry in the directory is deleted later, this will not affect the assignment of the number key.

Dialling a number

- ▶ Press and **hold** the number key ... the number is dialled immediately

or

- ▶ **Briefly** press the number key ... the number/name (possibly in abbreviated form) is shown on the left display key ▶ press the display key ... the number is dialled

Changing the number key assignment

- ▶ **Briefly press** the number key ▶ **Change** ... the directory is opened ... possible options:
Changing the assignment: ▶  Select entry ▶ **OK** ▶ select the number if necessary ▶ **OK**
Delete assignment: ▶ **Clear Key**

Assigning the display key / changing assignments

The left and right display keys have a **function** preset by default when in idle status. You can change the assignment.

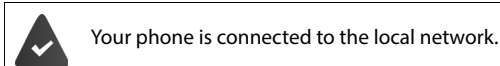
- ▶ In idle status, press and **hold** the display key ... the list of possible key assignments is opened ▶  Select function ▶ **OK** ... the assignment of the display key is changed

Starting a function

- ▶ In telephone idle status, **briefly press** the display key ... the assigned function is carried out

Using the web interface

The web interface provides access to call logs, directories, messages and phone settings via an internet browser on your PC, tablet or smartphone.



Starting the web interface

- ▶ Open internet browser
- ▶ Enter **www.gigaset-config.com** into the address field of the browser ... the login screen is displayed

If there are multiple available Gigaset IP phones on your network, all of them will be displayed ▶ select device ... the login screen will be displayed

or

- ▶ Enter IP address of the phone (without preceding zeros) into the address field of the browser ... the login screen is displayed

Defining the telephone's IP address

- ▶ Press the Paging key **briefly** on the base ... the IP address is displayed on the registered handsets

The IP address can also be found in the network configuration of your router.

Changing the language

The currently set language is displayed on the login screen and all other web interface screens at the top right of the header next to the  icon.

- ▶ Click the icon ▶ select language ... the selected language is loaded

Registration

- ▶ Enter password ▶ **Login** ... the web interface is started, the **Overview** screen is displayed

Logging out

- ▶ Click the  icon in the top right of the navigation bar ▶ **Logout** ... the login screen is displayed again

Adapt profile

Changing the web interface password

- ▶ At the top right in the header, click the  icon ▶ **Profile** ▶ **Change Password** ▶ enter current password ▶ enter new password ▶ repeat new password ▶ **Save**

Overview screen (Dashboard) of the web interface

After starting the web interface, the overview screen is displayed. It contains various graphical elements (widgets) with information on the statuses of components of the phone and provides quick access to important functions and settings.

Open overview screen from any operating situations in the web interface:

- ▶ in the header row, click the Gigaset logo

or: ▶  **Home** ▶  **Overview**

Information on the system

Status list	▶ Link to screen System status
New missed calls	Number of new missed calls ▶ Link in the call list Missed
New voicemails	Number of new voice messages ▶ Link to screen Voicemail
Devices	Number of devices registered on the phone ▶ Link to screen Phone devices
VoIP connections	Number of registered connections ▶ Link to screen Connections
Firmware Version	Version of the firmware currently installed ▶ Link to screen Update & Restore
Uptime	Time since last system start (days, hours, minutes) ▶ Link to screen System status

Calls

Initiate and end call via the keypad.



Only one call can be managed at a time. Calls with multiple participants (consultation calls, call swapping, conference calls, ...) can be managed via the phone display.

Call list

List of last calls received, made and missed with name (if known) or number, date and time and icon for the call type.



missed calls



incoming calls



outgoing calls

Open call list **All**:

- ▶ click **Call list**

Save number to directory:

- ▶ next to the entry, click  ▶ **Save No.** ... a form is opened for creating a new directory entry

Block a number:

- ▶ next to the entry, click  ▶ **Block Nr.** ... the number is entered into the black list, calls with this number will no longer be put through

Delete an entry:

- ▶ next to the entry, click  ▶ **Delete**

Delete list:

- ▶ next to the entry, click  ▶ **Delete list**

Call divert rules

Shows the call divert rules currently configured.

Activate/deactivate call divert:

- ▶ click on the switch next to the entry ( = activated)

Set up call divert:

- ▶ click **Call divert rules** in the header ... the **Settings – Call diverts** screen is opened

Wizards

Wizards go step by step through the configuration of important phone components. The following wizards are available:

	DECT device	Registering a DECT handset on the phone
	DECT repeater	Setting up a DECT repeater to extend the range
	SIP Connection	Setting up telephony connections
	Call divert rule	Defining call divers

- Open web interface ► at the bottom of the navigation bar, click  ► **Wizard** ► select wizard

The wizard carries out the necessary steps.

Next	to the next step
Back	back to the last step without transferring the settings
Cancel	cancel wizard
Finish	complete wizard, transfer settings



Wizards are opened automatically for the relevant configuration activities.

Hardware reset

Reset the device to factory settings if the web user interface is not longer accessible (e.g. if the password is no longer known):

- Unplug the power adapter ► Press and hold the paging key ► Plug the power adapter back in ... The LED starts flashing red after approx. 10 seconds ► Release the paging key ... The device restarts and all settings are restored to default settings

Making/receiving calls



Your phone is connected to the local network.

At least one VoIP connection has been set up and assigned to the telephone.

At least one handset is registered.

Calling numbers

- ▶ Enter the number using the handset keys ▶ Press the Talk key

The connection is dialled via the connection set for the handset for outgoing calls.

Dialling from the directory

From the handset's local directory:

- ▶ Press the Control key briefly ▶ Select entry ▶ Press the Talk key ▶ Select number if necessary ▶ OK

From the central directory:

- ▶ Press and **hold** the Control key ▶ Select entry ▶ Press the Talk key ▶ Select number if necessary ▶ OK

Dialling from the redial list

The redial list contains the numbers last dialled with the handset.

- ▶ Press the Talk key ▶ Select entry ▶ Press the Talk key

Selecting from a call list

There are call lists for outgoing, accepted or missed calls.

- ▶ ▶ Call Lists ▶ OK ▶ Select call list ▶ OK ▶ Select entry ▶ Press talk key



The call lists can be called up directly via the Display key **Calls** if the relevant function has been assigned to the display key.

The list of new missed calls can also be opened by pressing the message key .

Dialling with quick dial key



One of the keys to is to be assigned to the entry in the directory with the desired phone number.

- ▶ Press and **hold** the quick dial key to which the required number is assigned

One touch call

A saved number is dialled by pressing **any** key. This allows children who are not yet able to enter a number to call a certain number, for example.

Activate one touch call mode:

- ▶  ▶ **Additional Features** ▶ **OK** ▶ **One Touch Call** ▶ **OK** ▶  activate **Activation** ▶  **Call to** ▶  enter the number or use  to take it from the directory ▶ **Save** ... the active one touch mode is shown in the idle display

Make a one touch call: ▶ Press any key ... the saved number is dialled

Cancel a one touch call: ▶ Press the End call key 

End a one touch call: ▶ Press and **hold** the End call key 

Entering a dialling pause when dialling

- ▶ Press and hold hash key  ... a **P** appears on the display

Dialling via the web interface

- ▶ Open web interface ▶  **Home** ▶ on the screen **Overview** enter the number via the keypad ▶ click  ... the call is initiated on the default telephony device, the handset rings

Deleting numbers in the entry field: ▶ 

Making a call: ▶  Pressing the talk key on the handset

Ending a call: ▶ click 



Only one call can be managed at a time. Calls with multiple participants (consultation calls, call swapping, conference calls, ...) can be managed via the phone display.



Accepting a call

An incoming call is indicated by ringing, by a display on the screen and by the flashing Hands-free key.

The display shows

- the caller's name if it has been stored in the directory
- the caller's number if it has been sent

Accepting the call: ▶ Press the Talk key 

When Auto Answer is enabled:

- ▶ Remove the handset from the charging cradle

Switch the ringtone off: ▶ **Silent** ... The call can continue to be accepted whilst it is being shown on the display

Rejecting the call: ▶ **Reject**

or: ▶ Press the End call key 



When a call comes in, the system looks for a matching entry in the local directory. If the number is not found there, the central directory is searched.

Protection against unwanted calls

Switching the ringtone on/off

An incoming call is not signalled by ringing, but is displayed on the screen.

Switching the ringtone on/off: ▶ Press and **hold** the Star key 

Ringtone is switched off: the following icon is shown on the display 

Switch on an alert tone (beep) instead of the ringtone:

▶ Press and **hold** the star key  ▶ **Beep**

The ringtone is switched off and the warning tone is switched on: the icon  appears in the display

Time control for external calls



Date and time have been set.

Enter a time period during which the handset should suspend ringing to indicate external calls e.g. during the night.

▶ ▶ **Settings** ▶ **OK** ▶ **Audio Settings** ▶ **OK** ▶ **Ringtones (Handset)** ▶ **OK** ▶ **Time Control** ▶ **Edit** ▶ use to switch on/off

If switched on, enter time: ▶ switch between **Suspend ring. from** and **Suspend ring. until** ▶ enter beginning and end of the period

Save: ▶ **Save**



The time control only applies to the handset for which the setting is configured.

The telephone will continue to ring for calls from numbers that have been assigned to a VIP group in the handset directory.

Permitting/preventing call waiting

If the function is activated, an incoming call during an existing call is indicated by a call waiting tone.

On the web interface

▶ **Settings** ▶ **Telephony** ▶ **Advanced settings** ▶ **Call waiting** ... The **Call waiting** sections lists the registered telephony devices ▶ activate/deactivate call waiting with the checkbox (= activated) ▶ **Save**

Protection from anonymous calls

On the web interface

If the function is activated on the web interface, calls without calling line identification are blocked on all handsets.

▶ **Home** ▶ **Contacts** ▶ **Blocking list** ▶ **Block anonymous caller** ▶ activate/deactivate function with the switch (= activated)

On the handset

If the function on the handset is activated, the handset will not ring for calls without calling line identification.

▶ ▶ **Settings** ▶ **Audio Settings** ▶ **OK** ▶ **Ringtones (Handset)** ▶ **OK** ▶ **Anon. Calls Silent** ▶ **Edit** (= activated) ... the call is only indicated on the display.

During a call

Changing the volume

Applies to the current mode being used (handsfree, receiver or headset, if available):

▶  press ▶  adjust volume ▶ **Save**



The setting is automatically saved after around 3 seconds, even if **Save** is not pressed.

Muting

Disabling the microphone in the handset, the hands-free facility and the headset. The other party to the call no longer hears what is being said.

Enable/disable the microphone during a call: ▶ Press 

Enable/disable hands-free (if available)

Making calls via the speaker and the microphone of the hands-free function.

Enabling/disabling the hands-free function during a call:

▶ Press the Hands-free key 

Hands-free function is enabled: the  key is illuminated

Ending a call

▶ Press the End call key 

Calling with multiple participants

Accepting/rejecting call waiting



The PABX or the provider supports this function and the function is activated on the telephone.

Another call comes in during a call. The call is signalled in the display and by the call waiting tone.

Accept a call:

▶ **Accept** ... the connection to the waiting participant is made. The first participant is put on hold and hears music on hold.

Reject a call: ▶ **Reject**

End the call, resume the on-hold call: ▶ Press the End call key .

Permitting/preventing call waiting

If the function is activated, an incoming call during an existing call is indicated by a call waiting tone.

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **Call waiting** ... The **Call waiting** sections lists the registered telephony devices ▶ activate/deactivate call waiting with the checkbox ( = activated) ▶ **Save**

Consultation calls

You are on a call and you want to call another participant.

- ▶ **Ext. Call** ... the current call is put on hold, the participant hears music on hold
- ▶ Initiate a consultation call via the keypad, from the directory or from the call list ... the second participant is called ▶ carry out and end the call ... the connection to the first participant is reactivated

Call swapping

Switching back and forth between two participants. The other call is placed on hold.

- ▶ During an external call, dial a second participant (dialling) or accept a waiting call ... the first call is put on hold

To switch between the participants: ▶ Press the control key 

End call swapping:

- ▶ **Options** ▶ **End Active Call** ... the active call is ended, the on-hold call is activated
- or: ▶ Press the end call key  ... both calls are ended
- or: The **active** participant ends the call.
 - ▶ **Retrieve** ... the connection to the participant on hold is reactivated
- or: The participant **on hold** ends the call ... the connection to the active participant remains active.

Conference call

Speaking to multiple participants at the same time. You are on a call while a second participant is on hold.

- ▶ **Confer.** ... all participants are connected to each other

Ending a conference call: ▶ **End**

or: ▶ Press the End call key 

Making internal calls



Multiple handsets have been registered to the base station.

- ▶  Press **briefly** ... the list of handsets is opened, this handset is indicated by < ▶
-  Select handset or **Call All** (group call) ▶ Press Talk key 

Fast access for group call: ▶  Press and **hold**

Internal consultation

Make a call with an **external** party and initiate a consultation call with an **internal** party.

- ▶ Press  ... the list of handsets is opened ▶  Select handset or **Call All** ▶ **OK** ... the internal participant(s) are called

Return to the external call:

- ▶ **Options** ▶  **End Active Call** ▶ **OK**

Call divers

Incoming calls are forwarded to another connection. You can set up call divers for devices and connections.

In addition, you can set up higher-level call divert rules that apply to multiple devices and connections and at specific times, for example, that all incoming calls for a line are diverted to another connection from 6 pm onwards.

A call divert for a connection applies to all devices to which this connection is assigned as an incoming connection.

The following call divers are available:

Always	Calls are diverted immediately.
When busy	Calls are diverted if the line is busy.
If no answer	Calls are diverted if no-one picks up after a defined time period.



If you need an individual announcement for call divert, you must record it beforehand. Otherwise, a standard message is used.

Editing call divers on the web interface

Setting up call divers

- ▶  **Settings** ▶  **Telephony** ▶ **Call divers** ▶ next to a device or connection, click  ▶ required divert (**Always** / **On Busy** / **When no answer**) activate with switch ( = activated) ... in the list **Target** corresponding divert destinations are provided ▶ select destination (**Phone number** / **DECT handset**) ▶ enter number depending on the selected destination or select from the list

When no answer: The call is diverted to the specified number if it is not picked up within the time period entered in **Delay**.

- ▶ Select time period from the selection list **Delay**

Save the settings:

- ▶ **Save** ... the call divert is listed in the web interface on the **Settings – Telephony – Call divers** screen



Call divers for connections are shown on the display for the relevant handsets if the handset support this function.

Activating/deactivating and editing call divert

- ▶  **Settings** ▶  **Telephony** ▶ **Call divers** ▶ next to a device or connection, click  ▶ activate/deactivate required call forwarding (**Always** / **When busy** / **When no answer**) with switch ( = activated) ▶ if necessary, change **Target** and/or corresponding number ▶ **Save**

Setting up call divert rules

You can set up call divert rules for multiple devices and connections. If a call forwarding rule is active, an incoming call is immediately handled in accordance with the rule and is no longer forwarded to the affected devices.

- ▶  **Settings** ▶  **Telephony** ▶ **Call divers** ... the rules set up are listed under **Call divert rules**

Set up new rule: ▶ **Add rule**

- or: ▶  **Wizards** ▶ **Call divert rule**

... the wizard for setting up call divert rules is started ▶ follow the instructions in the wizard

- ▶ Specify name and mode for the rule

Name	Name for the rule under which it is to be displayed in the list
Mode	How is the rule to be activated?
Scheduled	The call divert is switched on and off automatically at specified times.
Manual	The call divert is switched on and off manually if necessary.

In mode **Scheduled**: ▶ Set schedule

- ▶ Specify times at which the rules are to apply via the time lines

or: ▶ Click + **Time** and select the times for each day

- ▶ Drag devices and connections (numbers) to which this rule is to apply from the list **Available devices and connections** list up into the **Active devices and connections** list
- ▶ Specify mode and destination for the call divert

Announcement & target	The caller hears an announcement and is then diverted to a number. ▶ Select required announcement from the list ▶ Select name/internal number of a telephony device, call group or answering machine or enter External phone number
Announcement	The caller hears an announcement, then the connection is ended. ▶ Select required announcement from the list
Target	The call is diverted to an internal or external number. ▶ Select name/internal number of a telephony device, call group or answering machine or enter External phone number



Announcements must be available for modes **Announcement** and **Announcement & target**.

- ▶  **Settings** ▶  **Telephony** ▶ **Audio** ▶ **Announcements**

Activating/deactivating call divert rules

- ▶  **Settings** ▶  **Telephony** ▶ **Call divers** ▶ **Call divert rules** ... the rules set up are displayed ▶ activate/deactivate call divert rules with switch ( = activated)

or: on the overview screen

- ▶  **Home** ▶  **Overview** ... **Call divert rules** displays the rules set up ▶ activate/deactivate call divert rule with switch ( = activated)

Prioritising call divert rules

The settings in the call forwarding rules may overlap or contradict one another. This is why call divert rules are prioritised. The higher a rule is in the list, the higher its priority. When there is more than one call forwarding rule, the entries are preceded by two points :

Change priority:

- ▶  **Settings** ▶  **Telephony** ▶ **Call divers** ▶ **Call divert rules** ... the rules set up are displayed ▶ move call divert rules up or down using the points :

Editing call divert on the handset

On the handset you can set up and activate/deactivate call divers for connections. Settings of the handset are transferred to the web user interface and apply to all handsets to which the same connection is assigned as an incoming number.

- ▶  ▶ **Select Services** ▶ **OK** ▶ where necessary, select connection ▶ **Options** ▶ **Call Divert** ▶ **OK** ▶  Select the type of call forwarding: **All Calls** / **When Busy** / **No Answer** ▶ **OK**

Activation: ▶ use  to switch on/off

Divert to: ▶  Enter the number
or: ▶  Transfer a number from a directory

Delay time when selecting **No Answer**:

▶ **Delay** ▶  Select time

The call is diverted to the number specified when it is not accepted within the entered time period.

Save the settings: ▶ **Save**

Call and message lists

Call lists

The phone saves different types of calls in lists. The following call lists are available:

All calls	All outgoing, accepted and missed calls
Outgoing calls	Last dialled numbers (redial list).
Accepted calls	Calls that were accepted
Missed calls	Calls that were not accepted
	If there are missed calls that have not yet been viewed, the message key flashes  . The  icon and the number are shown on the display.

If the call list is full, a new entry overwrites the oldest.

Individual call lists are available on the handsets. You can display all call lists in the web user interface.

Editing call diverts on the web interface

- ▶  **Home** ▶  **Overview** ▶ from the selection menu under **Call list** select the device from which you want to display the call list ... the calls of the selected device are listed with the name or number and time of the call

Open detailed view of all call lists: ▶ click **Call list**

or: ▶  **Home** ▶  **Messages** ▶ **Call list**

or: ▶  **Home** ▶  **Overview** ▶ under **Status list** click **New missed calls** ... If there are any missed calls you haven't viewed, the **Missed** list is displayed, otherwise **All**

- ▶ Select the required list in the header (**All**, **Incoming**, **Missed**, **Outgoing**)

Information about the calls

- Icon for the call type:



missed calls



accepted calls



outgoing calls

- Name of the caller if the number is stored in the directory
- Phone number of the caller or called party
- Line over which the call was conducted
- Time and date of the call

Calling people back / repeating calls

- ▶ Open the call list ▶ if necessary, select the required list ▶ select the required handset for the call ▶ click the number in the entry

or: ▶ next to the entry, click  ▶ **Direct call**

... the handset rings ▶ press the Talk key  ... the call number is dialled

Copying a number to the directory

Transfer the number as a new contact into the central directory.

- ▶ Open call list ▶ if necessary, select the required list ▶ next to the entry, tap  ▶ **Save No.** ▶ select **Central contacts** ▶ create entry ▶ **Save**

Blocking a number

Blocking numbers from undesired callers. Blocked phone numbers are added to the black list and will no longer be signalled in the future.

- ▶ Open call list ▶ if necessary, select the required list ▶ next to the entry, tap  ▶ **Block Nr.** ▶ confirm with **Ok** ... the number is transferred to the black list

Deleting entries

- ▶ Open call list ▶ if necessary, select the required list ▶ next to the entry, click 

Deleting an entry: ▶ **Delete** ▶ confirm with **Ok**

Deleting all entries: ▶ **Delete list** ▶ confirm with **Ok**

Editing a call list on the handset

Opening the call list

►  ► **Call Lists** ► **OK** ►  **Select list** ► **OK**

Missed calls: ► Press message key  ►  **Missed Calls** ► **OK**

Outgoing calls: ► Press the Talk key 

If a display key is assigned the **Call Lists** function:

► Press the Display key **Calls** ►  **Select list** ► **OK**

Information about the calls

- Icon for the call type:



missed calls



incoming calls



outgoing calls

- Name of the caller if the number is stored in the directory
- Phone number of the caller or called party if no name is available
- For an internal call: Name of the handset
- Line over which the call was conducted
- Time and date of the call

Displaying more information about an entry:

► Open call list ►  **Select list** ► **OK** ►  **Select entry** ► **View**

Edit call list

► Open call list ►  **Select list** ► **OK** ►  **Select entry** ► **Options ...**

Transferring a number to a directory

You can copy the phone number as a new contact in the handset's local directory or in the central directory of the base.

► **Copy to Directory** ► **OK** ► **Handset Directory / Base Directory** ► **OK**

Blocking numbers from unwanted callers

Blocked phone numbers are added to the black list and will no longer be signalled in the future.

► **Block Number** ► **OK**

Deleting entries

Deleting an entry: ► **Delete Entry** ► **OK**

Delete all entries: ► **Delete all** ► **OK** ► Confirm action with **Yes**

Message Centre (MWI)

With a simple key function, the telephone provides fast access to missed calls, new voice messages and missed alarms (MWI = Message Waiting Indicator).

The Message key  on the handset flashes if there are new messages. A new message is considered a missed call if it has been received since the **Missed** list was last opened; a voice mail is considered new if it has not been listened to.



The message key can only be assigned to one answering machine. The assignment is carried out in the web interface in the device settings.

Icons on the display show the receipt of new messages.

New missed calls:  + number

New voice messages:  + number

New missed alarms:  + number

Displaying messages

On the handset

The message key flashes.

- ▶ Press the message key  ... message lists containing messages are listed ▶  select the required list ▶ OK ... the calls or messages are listed

On the web interface

On the overview screen, the number of new missed calls and new voice messages are shown in orange under **Status list**.

- ▶  Home ▶  Overview

Missed calls: ▶ under **Status list** click **New missed calls** ... the list **Missed** is displayed

New voice messages: ▶ under **Status list** click **New voicemails** ... the list **Voice-mails** is displayed

Listen to a voice message: ▶ move the mouse pointer over the  icon ▶ tap  ... the message is played via the PC loudspeaker or mobile device

Open message lists via menu

- ▶  Home ▶  Messages ▶ Call list / Voicemail



Missed alarms are handset-specific and are only displayed on the handset.

Directories

The telephone provides various directories. The directories are accessible both via the display of the registered handsets and via the web interface.

Local directory	Directory of the registered handsets.
central directory (base directory)	Shared directory of the base available on all HX handsets. Can be edited on the handsets and on the web interface.
Other directories	Directories made available through other providers, such as Google Contacts or Microsoft Office. Access to these directories must be set up and enabled in the web interface.

Name resolution

For incoming calls, names are displayed instead of numbers if the number is found in a directory. For name resolution, all configured directories are used with the following priority:

- 1 Local contacts
- 2 Central contacts
- 3 Google contacts
- 4 Microsoft 365 contacts
- 5 LDAP contacts

Contacts on the handset

Open the directory

- Local directory: ▶  **Briefly** press the lower control key
- Centralised telephone book: ▶ Press and  **hold** the lower control key



The entries are shown in alphabetical order by last name by default. The sorting order can be changed.

Setting the order of the directory entries

Directory entries can be sorted by first name or surname.

- ▶  Open the directory ▶ **Options** ▶  **Sort by Surname / Sort by First Name**

If no name was entered, the default telephone number is shown in the surname field. These entries appear at the beginning of the list, regardless of how the entries are sorted.

The sorting order is as follows:

Space | Digits (0-9) | Letters (alphabetical) | Other characters.

Searching for and viewing a contact

▶ Scroll to the required contact

or: ▶ Enter the first few letters of the first or last name ... As soon as entries are found that match the input, they are displayed ▶ Select the desired contact

View the contents of the entry: ▶ **View**

Creating a new contact:

An entry contains the first name and/or last name and up to three phone numbers.

Additionally in the local directory: Birthday, VIP ringtone

▶ Open directory ▶ **<New Entry>** ▶ **OK** ▶ switch between the entry fields with

Name: ▶ Enter **First Name** ▶ Enter **Surname**

Numbers: ▶ Select number type (**Home**, **Office** or **Mobile**) ▶ Enter number ▶ enter more numbers if necessary

Anniversary: At the specified time, a reminder of the birthday is indicated on the display.

▶ **Anniversary** switch on/off with

If activated: ▶ Select date, time and signal for signalling

Caller Melody Select a specific ringtone for calls from this contact.

(VIP): ▶ Select the ringtone to be used to signal a call from the participant or **No Melody**

If a **Caller Melody (VIP)** is assigned, the entry in the directory will have the **VIP** icon against it.

Save: ▶ **Save**



You must enter at least one phone number.

If an entry does not include a name, the first phone number entered is stored and displayed as the name instead.

Edit contact information

▶ Open directory ▶ Select contact ▶ **Options** ▶ **Edit Entry** ▶ **OK** ... the entry is opened ▶ make the required changes ▶ **Save**

Assigning speed dial keys

Assign a phone number from a directory to one of the – keys as a speed dial number.

▶ Press and **hold** the required quick dial key

or: ▶ **Tap** the required quick dial key ▶ **QuickDial**

▶ **Handset Directory / Handset Directory** ▶ **OK** ▶ Select entry ▶ **OK**

Clearing a key assignment:

- ▶ Tap the assigned quick dial key ▶ **Edit** ▶  Select directory ▶ **OK** ▶ **Clear Key** ... the assignment is cleared

Copy contacts from local to central directory

- ▶  Open directory ▶  Select contact ▶ **Options**

Send entry: ▶ **Copy entry** ▶ **OK** ▶ **to Base Directory** ... the entry is sent

Send another entry / end transfer: ▶ **Yes / No**

Send list: ▶ **Copy all** ▶ **OK** ▶ **to Base Directory** ... all contacts are transferred to the central directory

Deleting a contact

- ▶  Open directory ▶  Select contact ▶ **Options**

Delete entry: ▶ **Delete Entry** ▶ **OK** ... the entry is deleted

Delete list: ▶ **Delete all** ▶ **OK** ▶ confirm process with **Yes** ... all contacts are deleted

Displaying the number of entries available in the directory

- ▶  Open directory ▶ **Options** ▶ **Available Memory** ▶ **OK**

Contacts in the web interface

Open the directory

▶  Home ▶  Contacts ▶ Central contacts



The entries are sorted alphabetically by last name by default. You can change the sort order under **Settings ▶ Contacts**.

The first 10 contacts are displayed in a table. If there are more contacts, additional screens are created.

Scroll through the directory:

▶ Use the scroll element at the bottom right to switch between the screens < 1 2 >

To change the number of contacts displayed on a screen:

▶ Use the selection element at the bottom left to select the desired number of entries

10 ▼

Create new contact

An entry contains: First name and/or surname and a maximum of three numbers.

▶ Select number type (**Home / Mobile / Office**) ▶ enter number

Enter additional numbers:

▶ **Add number** ... an additional entry field for a number is inserted ▶ select number type ▶ enter number

▶ **Save**



You must enter at least one phone number.

If an entry does not include a name, the first number entered is stored and displayed as the name instead.

Edit contact information

▶  Home ▶  Contacts ▶ Central contacts ▶ next to the entry, tap  ▶ **Edit** ▶ make the required settings ▶ **Save**

Download contact

Download contacts in JSON format and save to a computer:

▶  Home ▶  Contacts ▶ Central contacts ▶ next to the entry, tap  ▶ **Download** ▶ in the system dialog box for file selection, select the storage location where the directory is to be stored, change the file name if necessary



Contacts saved as a JSON file can be imported into the directories in the **Settings** menu.

Deleting a contact

- ▶ **Home** ▶ **Contacts** ▶ **Central contacts** ▶ next to the entry, tap ▶ **Delete** ▶ confirm deletion with **Ok**

Multiple selection with download, delete

Simultaneously download or delete multiple or all contacts:

Multiple: ▶ select the box to the left of the contacts (= selected)

All: ▶ with arrow in the table header **Select all**

All on the screen: ▶ with arrow in the table header **Select whole page**

- ▶ Click function **Download** or **Delete** in the header row

Settings for directories

Change sort order

Directory entries can be sorted by first name or surname.

On the web interface

- ▶ Select **Settings** ▶ **Contacts** ▶ **Contacts** ▶ **Contact sorting** ▶ **First name or Last name** (= selected) ▶ **Save**

Saving/importing a directory

Saving contacts as a JSON file or importing from a JSON file.

On the web interface

- ▶ **Settings** ▶ **Contacts** ▶ **Contacts** ▶ in the area **Central contacts**
 - Save: ▶ **Save contacts** ▶ in the system dialog box for file selection, select the storage location where the directory is to be stored, change the file name if necessary
 - Import: ▶ **Browse** ▶ select the previously saved directory in the computer file system

During the import,

- contacts with identical first names and surnames are overwritten. If only one name is identical, a new contact is created.
- Number added.



Contacts without numbers are not imported.

Setting up other directories

In addition to the local and central directory, other directories can also be provided on the Gigaset COMFORT 5xx IP BASE.

Google contacts / contacts from Microsoft 365

Provide the contacts of a Google or Microsoft account in the web user interface. To do this, you generate an activation code that is linked to the user account on the device page of the provider.

- ▶  **Settings** ▶  **Contacts** ▶ **Google contacts / Microsoft 365** ▶ click the **Generate activation code** button ... the activation code is generated and displayed; the code is valid for 30 minutes
- ▶ Click the link to the Google or Microsoft device screen ▶ enter activation code ▶ **Next** ▶ log into your Google or Microsoft account or create a new account ... the authentication is tested, if successful the link is generated



Access to existing contacts is read-only. It is not possible to edit or delete contacts. New contacts can be created and edited in the Google or Microsoft account.

Contacts can be copied to the central directory.

The synchronisation with the platform takes place every 15 minutes.

Answering machine and announcements

Answering machines

The telephone provides three local answering machines. You can also enable answering machines for configured connections if they are made available by the provider.

Voice messages can be listened to on the handsets and from the web interface.

Local answering machines

Local answering machines are configured on the web interface and assigned to the handsets. They can be activated and deactivated here.

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Voicemails** ▶ **Local voicemail boxes** ... the answering machines are displayed with the following information:

Name	Name of the answering machine; this can be freely selected.
Internal No.	Internal number of the answering machine.
Mode	Recording The caller hears an announcement and is able to then leave a message. Advisory The caller hears an announcement. Scheduler The answering machine switches between the Recording and Advisory modes at pre-determined times.
Number assignment	Numbers that are assigned to the answering machine.
Activation	Answering machine activated/not activated ( = activated)

Changing settings: ▶ click  ▶ change settings ▶ **Save**

Configuring an answering machine

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Voicemails** ▶ next to the answering machine, click 
- ▶ Enter the name for the answering machine under which it is to be displayed in the list (max. 32 characters)
- ▶ If a PIN is to be entered to listen to voice messages on the phone ▶ activate option **Enable PIN** ( = activated)

- ▶ Select the mode in which the answering machine is to be operated: **Recording /Advisory / Scheduler**

Selecting announcements

You can select announcements for all modes. All announcements stored on the system as well as a standard announcement are provided.

If you have not yet recorded an announcement:

- ▶ Next to **Audio messages can be recorded and uploaded from** click [here](#)

or

- ▶  **Settings** ▶  **Telephony** ▶ **Audio** ▶ **Announcements**

When you have recorded the announcements you want, return to the **Voicemails** screen.

Select announcement:

- ▶ From the list **Recording message** or **Advisory message**, select a saved announcement or **Default**

Play announcement:

- ▶ Next to the selected announcement, click  ... the announcement is played via the loud-speaker/PC headset

Other settings

- ▶ For the mode **Recording**: select the maximum message length (30 sec. - 5 min.) from the list **Recording length**
- ▶ From the **Ring delay** list, select the time span after which the answering machine is to pick up an incoming call (0 - 30 sec.)

Creating a schedule for Scheduler mode

In addition to the settings for the announcements, recording time and delay, specify for this mode when the answering machine is to be operated in **Recording** mode and when in **Advisory** mode.

- ▶ Select **Recording** or **Advisory** mode
- ▶ Determine the times at which this mode should be active via the time lines

or: ▶ Click + **Time** and select the times for each day

Times when **Recording** mode is active are displayed with a red bar; times in **Advisory** mode are displayed with a yellow bar.

Assigning numbers to the answering machines

All connections configured for the device are displayed under **Number assignment**.

- ▶ Mark the numbers for which the answering machine is to accept calls



A handset can only be informed of new voice messages by **one** answering machine.

Network answering machines

A network answering machine is a service provided by your telephony provider. If the service is activated, voice messages are recorded by the provider for calls that are received via a connection and are not accepted. The messages can be queried on the phones to which the connection is assigned.



Network answering machines must be appointed by the provider if necessary.

On the web interface

- ▶ **Settings** ▶ **Telephony** ▶ **Voicemails** ▶ **Network Voicemail Box** ... for each configured connection, a network answering machine is entered ▶ next to the entry, tap ▶ enter number of the network answering machine ▶ **Save**

Assigning an answering machine for MWI display

Gigaset COMFORT 5xx IP BASE can use multiple answering machines and receive MWI messages for them. Incoming MWI messages are signalled on the telephones with the message key . Handsets only ever receive notifications for one answering machine. If multiple answering machines are assigned to these devices, the last answering machine set up will be signalled on the device.

Check/change assignment:

- ▶ **Settings** ▶ **Telephony** ▶ **Phone devices** ▶ next to the entry for the telephony device, click ... the local and network answering machines set up are listed under **Message configuration (MWI)**

The activated answering machine is marked

- ▶ If necessary, select another answering machine or **No selection**

Activating/deactivating an answering machine

On the web interface

- ▶ **Settings** ▶ **Telephony** ▶ **Voicemails** ... the available answering machines are displayed ▶ activate/deactivate answering machines with switch (= activated)

Listening to voice messages via the web interface



At least one answering machine is configured and activated.

- ▶ **Home** ▶ **Messages** ▶ **Voicemail** ... the voice messages of all answering machines are listed ▶ click the **QO** icon to the left of the entry ... the message is played via the computer loudspeaker

New messages

Status list – New voicemails displays the number of new voice messages. If there are new voice messages, the display will be orange.

- ▶ Tap **New voicemails** ... the message list of the web interface is opened

Actions for voice messages

On the web interface

- ▶ **Home** ▶ **Messages** ▶ **Voicemail** ... the list of voice messages on all answering machines is opened

Listening:

- ▶ click the **QO** icon next to the voice message

cancel listening: ▶ 

Save number to directory:

- ▶ click  ▶ **New contact** ▶ **Central contacts** ▶ create an entry

Transferring a number to the black list:

- ▶ click  ▶ **Block** ▶ confirm with **Ok** ... no more calls are put through from this number

Delete an entry:

- ▶ click  ▶ **Delete** ▶ confirm with **Ok**

Listening to voicemails on the handset



At least one mailbox is configured, activated and assigned to the handset.

A new voicemail is displayed as follows:

- The message key  flashes.
- The display shows the  symbol and the number of new messages.

Listening to voicemails

Message key: ▶ Press message key  ▶ Voice Mail ▶ OK

From the menu: ▶  ▶ Voice Mail ▶ OK ▶ Play Messages ▶ OK

Playing back network mailbox messages

Message key: ▶ Press message key  ▶ Network Mailbox ▶ OK

From the menu: ▶  ▶ Voice Mail ▶ OK ▶ Network Mailbox ▶ OK

... an interactive voice menu will start, ▶ follow the voice menu instructions



The Message key flashes when the answering machine is assigned to the handset for the message display (MWI). Only one answering machine can be configured for MWI for each handset.

Assignment is carried out on the Web user interface.

Actions during playback

Initiate consultation call: ▶ Ext. Call ... the playback is interrupted

You can initiate a call to an external number, the connection to the answering machine is put on hold.

When you end the external call, the connection to the answering machine is reactivated.

Change volume: ▶ Options ▶ Volume ▶ OK ▶  Set the volume ▶ Save

Switch handsfree profile: ▶ Options ▶ Handsfree Profiles ▶ OK ▶  Select a profile ▶ Save

Pause/continue playback: ▶ Options ▶ Hold Call ▶ OK ... the playback is interrupted

Resume playback: ▶ Back

Announcements

Upload or record announcements for the answering machines and call divers.

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Audio** ▶ **Announcements** ... the announcements are displayed with the name, duration and file size

Play announcement: ▶ click  next to the entry ... the announcement is played via the phone loudspeaker ▶ pause playback with 

Change announcement name: ▶ next to the entry, click  ▶ enter the new name ▶ **Save**

Delete announcement: ▶ next to the entry, click  ▶ confirm with **Ok**

Load language file:



The voice file is in one of the following formats: MP3, OGG, ULAW, WAV

- ▶ Drag voice file from your computer's file system in the section next to **Upload file** ▶ **Upload announcement**

or: ▶ **Browse file** ▶ select the file from the file system ▶ **Upload announcement**

If you have uploaded your own voice files, the storage location used is shown next to **Memory**.

Record announcement:

- ▶ Select from the list the handset which you want to use to record the announcement ▶ click **Start recording** ▶ **OK** ... the handset rings ▶ press the talk key  ▶ record the announcement ▶ end the recording with the  key ... the announcement is entered into the list of announcements, and the date and time of the recording is used as the name

 Change the name of recordings **before** you use them on the system. If changed later on, you will need to reassign the announcement wherever you use it.

Additional functions

Calendar

The calendar displays the day of a month. You can remind yourself of up to **30 appointments**. Set the calendar for each handset.

You can assign the **Calendar** function to a display key.

In the calendar, the current day is outlined in white; on days with appointments, the numbers are displayed in colour. When a day is selected, it will be outlined in colour.

Saving appointments to the calendar



Date and time have been set.

► ► **Additional Features** ► **OK** ► **Calendar** ► **OK** ► select the desired day ► **OK** ► switch between the entry fields with

Activate/deactivate: ► Select **Activation**: **On** or **Off**

Enter date: ► **Date** ... the selected day is preset ► enter new date

Enter time: ► **Time** ► enter hours and minutes of the appointment

Set name: ► **Text** ► enter a name for the appointment (e.g. dinner, meeting)

Set alarm tone: ► **Signal** ► select the melody for the reminder call or deactivate acoustic signalling

Save appointment: ► **Save**



If an appointment has already been entered: ► **<New Entry>** ► **OK** ► Enter data for the appointment.

Notification of appointments/anniversaries

Anniversaries are transferred from the directory and displayed as an appointment. An appointment/anniversary is displayed with an icon in idle status and signalled for 60 seconds with the selected ringtone.

Acknowledge and end the reminder call: ► Press display key **OFF**



During a call, a reminder is indicated on the handset **once** with an advisory tone on the handset.

Displaying missed (unacknowledged) appointments/anniversaries

The following appointments and anniversaries are saved in the **Missed Alarms** list:

- The appointment/anniversary call was not acknowledged.
- The appointment/anniversary was signalled during a phone call.
- The handset was deactivated at the time of the appointment/anniversary.

The last 10 entries are stored. The  icon and the number of new entries are shown on the display. The most recent entry appears at the top of the list.

Opening the list

► Press the message key  ►  **Missed Alarms** ► **OK** ►  scroll through the list if needed

or

►  ► **Additional Features** ► **OK** ►  **Missed Alarms** ► **OK**

Each entry is displayed with the number or name, date and time. The most recent entry appears at the top of the list.

Delete an appointment/anniversary: ► **Delete**

Displaying/changing/deleting saved appointments

►  ► **Additional Features** ► **OK** ►  **Calendar** ► **OK** ►  **Select day** ► **OK** ... the appointment list is displayed ►  **Select appointment** ... possible options:

Display appointment details:

► **View** ... the settings for the appointment are displayed

Change appointment:

► **View** ► **Edit**

or ► **Options** ►  **Edit Entry** ► **OK**

Activate/deactivate appointment:

► **Options** ►  **Activate/Deactivate** ► **OK**

Delete appointment:

► **Options** ►  **Delete Entry** ► **OK**

Delete all appointments for a day:

► **Options** ►  **Delete all Appoints.** ► **OK** ► **Yes**

Timer

The timer triggers an alarm at the end of a specified time. The timer is set for each handset individually.

You can assign the **Timer** function to a display key.

Setting a timer (countdown)

- ▶  ▶ **Additional Features** ▶ **OK** ▶ **Timer** ▶ **OK**
 - Activate/deactivate: ▶ **Activation:**  Select **On** or **Off**
 - Set duration: ▶ **Duration** ▶  Enter hours and minutes for the timer
Min.: 00:01 (one minute); Max.: 23:59 (23 hours, 59 minutes)
 - Save the timer: ▶ **Save**

The timer starts the countdown. In the idle display, icon  and the remaining hours and minutes are displayed until one minute is left. From this point, the remaining seconds are counted down. At the end of the countdown, the alarm is triggered.

Switching off/repeating the alarm

- Switch off alarm: ▶ **OFF**
- Repeat alarm: ▶ **Restart** ... the timer display is displayed again ▶ set another duration as required ▶ **Save** ... the countdown is restarted

Alarm



Date and time have been set.

Activating/deactivating the alarm and setting the wake-up time

- ▶ ▶ **Alarm Clock** ▶ **OK** ▶ use to switch between the entry fields
 - Activate/deactivate: ▶ **Activation:** Select **On** or **Off**
 - Set the wake-up time: ▶ **Time** ▶ enter hour and minutes
 - Set days: ▶ **Occurrence** ▶ Select between **Monday-Friday** and **Daily**
 - Adjust the volume: ▶ **Volume** ▶ Volume can be set in 5 levels or crescendo (increasing volume).
 - Set alarm: ▶ **Melody** ▶ Select a ringtone melody for the alarm
 - Save setting: ▶ **Save**

When the alarm clock is activated, the icon and the wake-up time are displayed in idle status.

Alarm

An alarm is shown on the display and indicated by the selected ringtone melody. The wake-up call sounds for 60 seconds. If no key is pressed, it is repeated after 5 minutes. After the second repetition, the alarm call is deactivated for 24 hours.



During a call, the alarm is only indicated by a short tone.

Switching off /repeating the alarm after an interval (snooze mode)

Switching off the alarm: ▶ **OFF**

Repeat alarm (snooze mode): ▶ Press **Snooze** or any key ... the alarm is switched off and repeated after 5 minutes.

Baby monitor (room monitor)

When the baby monitor is switched on, the stored (internal or external) destination number is called as soon as a defined noise level is exceeded in the vicinity of the handset. The alarm to an external number is cancelled after about 90 seconds.

The **Two Way Talk** function can be used to answer the alarm. This function is used to switch the loudspeaker of the handset located in the baby's room on or off.

In baby monitor mode, incoming calls are only indicated on the display (**without ringtone**). The display backlight is reduced to 50%. Advisory tones are deactivated. All keys are locked, with the exception of the display keys and the centre of the control key.

If you accept an incoming call, the baby monitor mode is suspended for the duration of the call, but the function **remains activated**. Baby monitor mode is not deactivated by switching the handset off and on again.



The handset should be positioned 1 to 2 metres away from the baby. The microphone must be pointing towards the baby.

Activating the function reduces the operating time of your handset. For this reason, place the handset in the charging cradle if necessary.

The baby monitor is activated 20 seconds after switching on.

The answer machine for the destination number must be switched off.

After switching on:

- ▶ Test sensitivity.
- ▶ Test the connection, if the alarm is being forwarded to an external number.

Activating and setting the baby monitor

▶ ▶ **Additional Features** ▶ **OK** ▶ **Baby Monitor** ▶ **OK** ▶ switch between the entry fields with

Activate/deactivate: ▶ **Activation:** Select **On** or **Off**

Enter destination: ▶ **Send alarm to** ▶ Select **External** or **Internal**

External: ▶ **Number** ▶ Enter number

or select a number from the directory: ▶

Internal: ▶ **Handset** ▶ **Change** ▶ Select handset ▶ **OK**

Activate/deactivate intercom function:

▶ **Two Way Talk** ▶ Select **On** or **Off**

Set microphone sensitivity:

▶ **Sensitivity** ▶ Select **High** or **Low**

Save setting: ▶ **Save**

When the baby monitor is activated, the icon and the destination number are displayed in idle status.

Deactivate baby monitor/cancel alarm

Deactivating the baby monitor: ▶ In idle status, press the display key **OFF**

Cancel the alarm: ▶ Press the End call key  during an alarm

Deactivating the baby monitor remotely



The alarm is forwarded to an external destination number.

The receiving phone supports tone dialling.

▶ Accept the alarm call ▶ Press the   keys

The baby monitor is deactivated and the handset is in idle status. The settings on the handset in baby monitor mode (e.g. no ringtone) will remain activated until you press the display key **OFF**.



The baby monitor cannot be reactivated remotely.

Black lists

Black lists can be set up individually for all registered handsets and/or on each handset using the base station's web user interface.

Editing black lists in the web interface

Blocking numbers for incoming and outgoing calls.

Incoming calls Blocked numbers are no longer put through on the extensions. The call is immediately rejected. Depending on the VoIP connection, the caller hears only a short tone or an announcement.

Outgoing calls Blocked numbers can no longer be called. The caller hears a short advisory tone.

Managing the black list

On the web interface

►  **Home** ►  **Contacts** ► **Blocking list** ... blocked numbers are sorted numerically and listed with comments

Select the required black list:

► Click **Incoming calls** or **Outgoing calls**

Filter list:

► Enter filter criteria in the **Filter by number or comment** text field

By number: Enter the start digits of the numbers

By comment: Enter letters occurring in a comment

► Click  ... Only the matching entries are displayed

Change entry comment:

► Next to the entry, click  ► change comment ► **Save**

Deleting a number from the black list:

► Next to the entry, click  ► confirm with **Ok**

Entering a number into the black list

On the web interface

►  **Home** ►  **Contacts** ► **Blocking list** ► **Add** ► select whether the block is to apply to **Incoming calls** or to **Outgoing calls** ► enter the number ► enter the comment for the block ► **Save** ... the block is entered into the black list

Transferring numbers from the call and message lists

Transfer numbers from a call list or the list of voice messages into the black list.

On the web interface

- Home ► Messages ► Call list / Voicemail ► next to the entry, tap ► Block Nr. ► confirm with **Ok** ... the number is transferred to the black list **Incoming calls**

Setting the black list for the handset

When the black list function is activated, calls from black list numbers are not indicated or are only indicated on the display.

The black list is activated (indicated in the menu with) when **Silent Call** or **Block Call** is selected as the protection mode. It is activated automatically with the first entry.

Activating/deactivating the black list

- ► Settings ► OK ► Telephony ► OK ► Blocklist ► OK ► Protection Mode ► OK ► select desired protection:

No Protection All calls are signalled, including from callers whose numbers are on the black list.

Silent Call The phone does not ring and the incoming call is only shown on the display.

Block Call The telephone will not ring and the incoming call will not appear on the display.

Store settings: ► **Save**

Displaying/editing the black list

- ► Settings ► OK ► Telephony ► OK ► Blocklist ► OK ► Blocked Numbers ► OK ... the list of blocked numbers is displayed

Possible options:

First entry: ► **New** ► Enter number ► **Save**

Another entry: ► **Options** ► **New Entry** ► OK ► Enter number ► **Save**

Blocking a number range:

- Only enter the starting digits of the number ► **Save** ► Confirm prompt **Add this number as a pattern?** with **Yes** ... all numbers starting with the entered digits are ignored.

With a dynamic black list, protect number before deletion:

- Confirm prompt **Lock this number?** with **Yes**

► Select entry ► **Options** ► **Edit Entry** ► OK

► Select entry ► **Options** ► **Lock Number** ► **Edit**

(= activated) ... the number is indicated in the list by the icon and it is not deleted with a dynamic black list activated

- Searching for a number: ▶ **Options** ▶ **Search** ▶ **OK** ▶  Enter number ▶ **Search**
 Delete entry: ▶  Select entry ▶ **Options** ▶ **OK** ▶ **Delete Entry**
 Delete list: ▶ **Options** ▶ **Delete all** ▶ **OK** ▶ confirm with **Yes**

Transferring a caller number to the black list



Phone numbers transferred to the black list are only blocked when the black list is activated.

On incoming call (only possible when black list is activated)

- ▶ Press display key **Block** ▶ **Yes** ... the phone number is saved to the black list

During a call

- ▶ **Options** ▶ **Block Number** ▶ **Yes** ... the call is cancelled and the phone number saved to the black list

Transferring a number from a call list to the black list

- ▶  ▶ **Call Lists** ▶ **OK** ▶  Select **Accepted Calls / Missed Calls** ▶ **OK** ▶  Select entry ▶ **Options** ▶ **Copy to Blocklist** ▶ **OK**

Calls from blocked numbers are displayed in the call list with icon .

Dynamic black list

A spam number is not usually active for a long time. New call numbers are generated continually for the same cold calls. However, the number of black list entries is limited by the storage space. The black list is managed as a dynamic list. The oldest number is removed from the list when the list is full, and a new number is entered.

Activate/deactivate dynamic function:

- ▶  ▶ **Settings** ▶ **OK** ▶ **Telephony** ▶ **OK** ▶ **Blocklist** ▶ **OK** ▶ **Dynamic List** ▶ **Edit**
 ( = activated)



Numbers protected from deletion are not removed.

Expanding the DECT network

For freedom of movement when making calls, you can register up to six cordless DECT handsets on Gigaset COMFORT 5xx IP BASE.

The range of the DECT wireless network can be increased by using up to two Gigaset Repeater HX.

Registering/de-registering DECT handsets

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ **Add** ▶ **DECT handset** ... the wizard for the DECT registration is opened ▶ **Next**

The phone goes to registration mode. The remaining registration time and the registration PIN are displayed.

- ▶ Start the registration process on the DECT handset ... the handset searches for a base in registration mode ▶ enter registration PIN ... the handset is registered and entered in the list of handsets

DECT handset de-registration

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ **DECT handsets** ▶ next to the handset, click  ▶ confirm with **Ok** ... the handset is de-registered

Replacing a DECT handset

Replacing one handset with another when changing a handset. All settings associated with the first handset are retained, only the DECT registration is changed.

This function is also useful if you have uploaded a backup file, as some settings cannot be copied when backing up the system (DECT registration, Google/Microsoft accounts).

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ **DECT handsets** ▶ next to the handset, click  ▶ **Replace device** ... the wizard **DECT replace** is opened, a registration procedure is started
- ▶ Registering a new DECT handset ▶ **Finish**

The following settings will be transferred: Name, internal number, numbers for outgoing and incoming calls, MWI assignment of an answering machine.

Setting the registration PIN

The registration PIN must be entered on the handset or repeater during the registration process (preset: 0000). You can change the registration PIN.

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **DECT settings**
- ▶ Enter the four-digit registration PIN in the text field
- Save settings: ▶ **Save**

Registration process on the handset

A handset can be registered to up to four bases.



Registration must be initiated **both** on the base **and** on the handset.
Both must occur **within 180 seconds**.

Handset not yet registered to a base: ▶ Press the display key **Register**

Handset already registered to a base:

- ▶  ▶ **Settings** ▶ **OK** ▶ **Registration** ▶ **OK** ▶ **Register Handset** ▶ **OK** ... a search is carried out for a registered base ▶  enter the system PIN if required ▶ **OK**



If the handset is already registered with four bases, select the base to be replaced by the new base.

Once registration is complete, the handset returns to idle status. The internal number of handset name is shown on the display. If not, repeat the procedure.



The selection **Basic Registration** is only required if you want to register the handset on a base that is not fully compatible with the handset (e.g. an older Gigaset base or a base/router from another manufacturer. This selection guarantees correct displays on the handset, but can restrict some functions.

De-registering the handset/changing the base

De-registering a handset

- ▶ ▶ Settings ▶ OK ▶ Registration ▶ OK ▶ De-reg. Handset ▶ OK ... the handset used is selected ▶ select a different handset if necessary ▶ OK ▶ enter the system PIN if required ▶ OK ▶ Confirm de-registration with Yes

If the handset is still registered to other bases, it switches to the base with the best reception (Best Base).

Changing the base

The handset is registered on multiple bases and you want to change the base.

- ▶ ▶ Settings ▶ OK ▶ Registration ▶ OK ▶ Select Base ▶ OK ▶ Select base or Best Base ▶ Select (= selected)

Best Base: The handset selects the base with the best reception when it loses connection to the current base.

Changing the name of the base

The bases are displayed in the list with the name **Base 1 – Base 4**. For ease of use, you can change the name.

- ▶ ▶ Settings ▶ OK ▶ Registration ▶ OK ▶ Select Base ▶ OK ▶ Select base ▶ Name ▶ delete current name ▶ enter new name ▶ Save

Change handset name

- ▶ ... the list of handsets is opened, your own handset is marked < ▶ select handset ▶ Options ▶ Rename ▶ OK ▶ delete current name ▶ enter new name ▶ OK

Locating a handset (paging)

- ▶ Briefly press the registration/paging key on the base station.

All handsets will ring at the same time ("paging"), even if ringtones are switched off. **Exception:** handset on which the baby monitor is activated.

Ending the search

- ▶ Briefly press the registration/paging key on the base station
- or ▶ press the Talk key on the handset
- or ▶ press the Display key **Silent** on the handset
- or ▶ no action. The paging call will end automatically after a while.

Connecting DECT repeaters

A repeater increases the reception range of the Gigaset handsets with the base. You can register up to two Gigaset Repeater HX units.

More information on the Gigaset Repeater HX units is available from the repeater user guide and online at → www.gigaset.com.

On the web interface

►  **Settings** ►  **Telephony** ► **Phone devices** ► **Add** ► **DECT Repeater HX** ... the wizard
DECT repeater is started ► follow the instructions in the wizard

If required, you can change the name of the repeater set up.



When the repeater has been registered successfully, the left-hand LED on the repeater will be continuously lit. Detailed information on the registration procedure on the repeater:

→ user guide for your repeater

ECO DECT

ECO DECT includes settings for the range and radiation on the DECT wireless network. On delivery, the device is configured to guarantee an optimal connection between the handset and the base station with as little radiation as possible. In idle status, the handset does not transmit (it is radiation-free). Only the base station maintains contact with the handset using weak wireless signals. During a call, the transmit power automatically adapts to the distance between base station and handset. The shorter the distance to the base station, the lower the radiation.

ECO DECT settings can be made on the base station or on a handset and apply to all DECT devices.

Maximum range

The maximum range for the DECT connection is disabled upon delivery. This means radiation is reduced by up to 80%. This reduces the range by approx. 50%.



If a repeater is to be used to increase the range, maximum range must be switched on. This happens automatically when this feature is activated.

Enabling/disabling maximum range on the base station

In web user interface

►  **Settings** ►  **Telephony** ► **Advanced settings** ► **DECT settings** ► **Maximum range**
Enable/disable with the switch ( = range and radiation reduced)

Switching the maximum handset range on/off

►  **Settings** ► **OK** ► **ECO DECT** ► **OK** ► **Maximum Range** ► **Change** ( = range and radiation reduced)

Switching off radiation completely in idle status

With the **radiation-free** function, you can further reduce the radiation. Radiation is deactivated completely when the base station and handsets are in idle status. The wireless connection is only established automatically for incoming and outgoing calls. This means there is a 2 second or so delay in establishing a connection.

So that a handset can establish a wireless connection with the base more quickly for an incoming call, it must "listen" to the base more often, i.e. scan the environment. This increases power usage and reduces the standby and talktime of the handset.

Radiation-free activated:

- there is no range display / range alarm on the handset. Contactability can be tested by attempting to establish a connection.
- The  icon appears on the handset display.



The **radiation-free** function is deactivated by default.

To be able to use the **radiation-free** function, all registered handsets must support this feature. Regardless of the device on which the function is activated, it is always activated for all handsets.

If a handset is registered that does not support this feature, **radiation-free** is automatically deactivated. When this handset is de-registered, the function will automatically be re-activated.

Enabling/disabling radiation-free on the base station

In web user interface

-  Settings ►  Telephony ► Advanced settings ► DECT settings ► No radiation
Enable/disable with the switch ( = radiation disabled)

Switching radiation-free on the handset on/off

-  ► Settings ► OK ► ECO DECT ► OK ► No Radiation ► Change ( = radiation deactivated)

Settings on the handset

The telephone is preconfigured. Settings for the handset (e.g. ringtones, display settings, etc.) only apply to this handset. System settings (e.g. date and time, area codes, etc.) can be changed on the handset or via the web interface. These apply to all registered handsets.

Setting the date and time manually

The date and time must be set so that the correct date and time can be assigned to incoming calls and the alarm clock or calendar can be used. Date and time are synchronised between the handset and base.



The address of a time server on the internet is stored on your phone. The date and time are taken from this time server provided that the phone is connected to the internet and synchronisation with the time server is activated. Manual settings are overwritten in this case.

▶ ▶ Settings ▶ OK ▶ Date/Time ▶ OK

Master Time: ▶ Select Manual

Date: ▶ Enter the day, month and year in 8-digit format

Time: ▶ Enter hours and minutes in 4-digit format

Save setting: ▶ Save

Display language

▶ ▶ Settings ▶ OK ▶ Language ▶ OK ▶ select language ▶ Select (= selected)

If an incomprehensible language is set:

▶ ▶ press keys slowly one after the other ▶ select correct language ▶ press the right-hand display key

Tones and signals

Earpiece/handsfree volume

You can set the volume of the earpiece and speaker at 5 levels independently of each other.

During a call

▶  **Handset Volume** ▶  **Set volume** ▶ **Save ...** the setting is saved



Without saving, the setting is automatically saved after around 3 seconds.

In sleep mode

▶  **Handset Volume**

or

▶  ▶ **Settings** ▶ **OK** ▶ **Audio Settings** ▶ **OK** ▶ **Handset Volume** ▶ **OK** ▶  **Earpiece / Speaker** ▶  **Set volume** ▶ **Save**

Earpiece and handsfree profile

Select a profile for the **earpiece** and **handsfree mode** to adapt the telephone as much as possible to the surroundings. Check which is the most comfortable profile for you and your caller.

▶  ▶ **Settings** ▶ **OK** ▶ **Audio Settings** ▶ **OK** ▶ **Acoustic Profiles** ▶  **Earpiece Profiles/ Handsfree Profiles** ▶ **OK** ▶  **Select profile** ▶ **Select**  = selected)

Earpiece Profiles: **High** or **Low** (default setting)

Handsfree Profiles: **Profile 1** (default setting) or **Profile 2**

Ringtones

Ringtone volume

Volume can be set at 5 levels or crescendo (increasing volume).

- ▶  ▶ Settings ▶ OK ▶ Audio Settings ▶ OK ▶ Ringtones (Handset) ▶ OK ▶ Volume ▶ OK ▶  For internal calls and alarms / External Calls ▶  Set volume ▶ Save

Ringtone melody

Set different ringtones for internal and external calls.

- ▶  ▶ Settings ▶ OK ▶ Audio Settings ▶ OK ▶ Ringtones (Handset) ▶ OK ▶ Melodies ▶ OK ▶  Select connection if necessary ▶  Select ringtone/melody in each case ▶ Save

Advisory tones

The handset issues acoustic signals for different activities and statuses. These advisory tones can be switched on/off independently of each other.

- ▶  ▶ Settings ▶ OK ▶ Audio Settings ▶ OK ▶ Advisory Tones ▶ OK ▶  Select advisory tone ▶ Activate/deactivate advisory tone with  ▶ Save

Key Tones:	Tone when keys are pressed
Confirmation:	Confirmation/error tone after making entries, advisory tone when a new message has been received
Battery:	Warning tone when there are fewer than 10 minutes of talk time remaining (every 60 seconds)
Out of Range:	Warning tone when the handset is moved out of range of the base



There is no battery warning when the baby monitor is activated.

Display

Screensaver

A digital or analogue clock can be selected to be displayed as a screensaver when in idle status.

- ▶  ▶ Settings ▶ OK ▶ Display ▶ OK ▶ Screensaver ( = activated) ▶ Edit
- Activation: ▶ switch on/off with 
- Selection: ▶  Select screensaver (Digital Clock / Analog Clock)
- View screensaver: ▶ View
- Save selection: ▶ Save

The screensaver is activated approx. 10 seconds after the display has changed to idle status.

End screensaver

- ▶ Press the End call key  briefly ... the display changes to idle status

Large font

Show text and icons in call lists and in the directory in a larger size in order to improve legibility. Only one entry is shown in the display and names are abbreviated if necessary. The number is displayed in large font when it is dialled.

- ▶  ▶ Settings ▶ OK ▶ Display ▶ OK ▶ Large Font ▶ Edit ( = activated)

Colour scheme

You can choose from a range of colour combinations for the display.

- ▶  ▶ Settings ▶ OK ▶ Display ▶ OK ▶ Colour Scheme ▶ OK ▶  select required colour scheme ▶ Selection ( = selected)

Display backlight

The display light is switched off when the handset is not used over a long period of time. You can set this function separately for situations **handset in charging cradle** and **handset not in charging cradle** set separately.

During a call, the display normally stays on. You can switch off this function.

- ▶  ▶ Settings ▶ OK ▶ Display ▶ OK ▶ Backlight ▶ OK ▶  Select situation in idle status (In Charger, Out of Charger, In Talk State) ▶ Switch backlight on/off with  ▶ Save



The handset's standby time can be significantly reduced if the display backlight is activated.

Making/receiving calls

Auto Answer

When set to Auto Answer, the handset accepts an incoming call as soon as it is removed from the charging cradle.

▶  ▶ **Settings** ▶ **OK** ▶ **Telephony** ▶ **OK** ▶ **Auto Answer** ▶ **Edit** ( = activated)

Regardless of the setting **Auto Answer**, the connection ends as soon as you place the handset back in the charging cradle.

Dialling codes

Your dialling code (international and local area code) must be saved on the phone before you can transfer phone numbers (country and area codes).

The dialling codes are preset and can also be set on the base.

▶  ▶ **Settings** ▶ **OK** ▶ **Telephony** ▶ **OK** ▶ **Area Codes** ▶ **OK** ▶ check (pre)set dialling codes.

Edit number:

▶  Select/switch entry field ▶  Change input position ▶  Delete digit if applicable ▶  Enter digit ▶ **Save**

Changing the name of a connection (line)

▶  ▶ **Settings** ▶ **OK** ▶ **Telephony** ▶ **OK** ▶ **Connections** ▶ **OK** ... all available connections (lines) are displayed ▶  Select connection ▶ **OK** ▶  **Connection Name** ▶ **OK** ▶  delete current name ▶  enter new name ▶ **Save**

Assigning handsets to a connection (line)

Multiple handsets can be assigned to a connection. Incoming calls to the number designated to a connection will be forwarded to all handsets assigned to the connection.

▶  ▶ **Settings** ▶ **OK** ▶ **Telephony** ▶ **OK** ▶ **Connections** ▶ **OK** ▶  Select connection ▶ **OK** ▶ **Assigned Handsets** ... all registered handsets are displayed ▶  Select handset ▶ **Change** ( = Handset is assigned)

Displaying the status of the telephone connection

Showing the system status

- ▶  ▶ Settings ▶ OK ▶ Telephony ▶ OK ▶ Diagnostic ▶ OK ▶ System ▶ OK ... the system status is displayed (OK or Error)

When there is a system error, show information on the fault cause: ▶ Details

Showing the line status

- ▶  ▶ Settings ▶ OK ▶ Telephony ▶ OK ▶ Diagnostic ▶ OK ▶ Line ▶ OK ... The following status information is shown: Line Status, Line State, Call Divert

Show more information (dependent on status): ▶ Details

Example: Line Status = Error, Details shows additional information on the type of fault



Status details are only updated when the relevant menu is accessed. If the status changes during the display, the data is not updated.

Showing status messages in idle display

- ▶  ▶ Settings ▶ OK ▶ Telephony ▶ OK ▶ Diagnostic ▶ OK ▶ Notifications ▶ OK ▶  System / Line ▶  Select On or Off ▶ Save

If a status display is enabled, relevant messages are shown in the idle display. If there is more than one active message, the one with the highest priority is shown, e.g. **System error** or **Line error** before **Call Divert active**.

System

Resetting the handset

Reset any individual settings and changes that you have made.

- ▶  ▶ **Settings** ▶ **OK** ▶ **System** ▶ **OK** ▶ **Handset Reset** ▶ **OK** ▶ Confirm with **Yes** ... The handset settings are reset



The following settings are **not** affected by a reset:

- registration of the handset to the base
- Date and time
- Directory entries and call lists

Handset update

The handset supports firmware updating via the DECT radio link to the base/router (SUOTA = Software Update Over The Air).



The base supports this function and is connected to the internet.

The telephone checks whether or not there is a new firmware for the handset. If so, a message is displayed on the handset.

- ▶ Start the firmware update with **Yes**.

Start the firmware update manually

- ▶  ▶ **Settings** ▶ **OK** ▶ **System** ▶ **OK** ▶ **Handset Update** ▶ **OK** ▶ **Update** ▶ **OK** ... if there is new firmware available, the update will start



The update process may take up to 30 minutes. During this time, only restricted handset use is available.

Checking the firmware version

- ▶  ▶ **Settings** ▶ **OK** ▶ **System** ▶ **OK** ▶ **Handset Update** ▶ **OK** ▶ **Current Version** ▶ **OK** ... the firmware version of the handset is displayed

Changing the base PIN

Secure the telephone's system settings with a PIN. You must enter the base PIN when registering and deregistering a handset or when restoring to default settings, for example.

Change the telephone's 4-digit base PIN (default setting: **0000**):

- ▶  ▶ **Settings** ▶ **OK** ▶ **System** ▶ **OK** ▶ **Base PIN** ▶ **OK** ▶  Enter the current system PIN ▶ **OK** ▶  Enter the new system PIN ▶ **Save**

Displaying the base version

Displaying information on the base hardware and software (**Firmware, EEPROM, Hardware**).

- ▶  ▶ **Settings** ▶ **OK** ▶ **System** ▶ **OK** ▶ **Base Version** ▶ **OK**

Restoring base to default settings

- ▶  ▶ **Settings** ▶ **OK** ▶ **System** ▶ **OK** ▶ **Base Reset** ▶ **OK** ▶ **Confirm with Yes**

Settings in the Web interface

Date and time

The date and time must be set so that the correct date and time can be assigned to incoming calls and the alarm clock can be used. Date and time are synchronised between the handset and base.



The address of a time server on the internet is stored on your phone. The date and time are taken from this time server provided that the phone is connected to the Internet and synchronisation with the time server is activated. Manual settings are overwritten in this case.

► Settings ► System ► Date & Time

24h Time Format:

- Set the desired time format with the switch



= 24-hour time format, e.g. 10:00, 18:00



= 12-hour time format, e.g. 10:00 AM, 06:00 PM

Time Zone:

- Select the time zone in which the phone is operated

Use time from network: The address of a time server on the internet or on the local network is stored on your phone. By default, the date and time are taken from this time server provided that the phone is connected to the network and synchronisation with the time server is activated ( = activated).

The time of the last synchronisation, current date and time are displayed in the web interface.

Setting the time manually:

- Deactivate the function with the switch ( = deactivated)
- Setting the date and time manually

Time server:

Shows the URL or IP address of the time server if **Use time from network** is activated.

Default setting: **pool.ntp.org** or the address of the router if this is set as the time server.

If another time server is being used on your network, enter this here.

Last synchronisation with time server:

Date and time of the last synchronisation.

Date:

Current date

Time:

Current time

Save the settings:

- **Save**

Making/receiving calls

Managing telephony devices

Telephony devices are DECT handsets or DECT repeaters.

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ... the areas **DECT handsets** and **DECT Repeater** display the registered telephony devices with the following information:

Name	Internal name of the device. The name of your own device is set up during commissioning and displayed in the header row of the idle display.
Internal No.	Internal number of the device
Outgoing No.	Number for outgoing calls
Incoming No.	Number(s) for incoming calls
Firmware	Version of the firmware currently installed on the device, if known

Add device:

- ▶ **Add** ▶ select device type (**DECT handset**) ... the corresponding wizard is started.

The other configuration depends on the selected device type. The device wizard conducts all other steps. Follow the instructions displayed.

Edit device: ▶ click  next to the entry

Delete device: ▶ next to the entry, click  ▶ confirm prompt with **Yes**

Set Message configuration (MWI)

(MWI = Message Waiting Indicator)

If the function is activated, the message key  flashes when a new voice message is received. Define for which answering machine new incoming voice messages are signalled via the message key. You configure this setting for DECT handsets. Only one answering machine can be configured for MWI at a time.

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ next to the entry for a DECT handset, click  ... under **Message configuration (MWI)**, the local and network answering machines set up are listed
- ▶ If necessary, select a different answering machine or **No selection** ( = selected)

Setting the default phone device

The default phone device is used when you initiate a call from the web user interface, e.g. the overview page, from the directory or from the call list.

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **Default telephony device** ▶ Select the required device ( = selected)

Setting up connections

So that you can make calls, you need at least one VoIP account (connection) for internet telephony: This can be provided via a provider or a PABX. You will receive access data for registration (username, login name, password etc.).

Each telephony device must be assigned at least one connection. Devices can have different connections for incoming and outgoing calls.

Displaying connections

►  **Settings** ►  **Telephony** ► **Connections** ... the connections already set up are listed with the following information:

Name	Name of the connection; the name of the connection is set when setting up the connection and can be changed.
Provider	Telephone provider providing the connection
Phone numbers	Telephone numbers available for the connection
Status	Status of the connection (Registered/Not registered)
Activation	 = the connection is deactivated/activated If you do not need a connection temporarily, you can deactivate it.



The status of registration is updated dynamically.

If all the data has been entered correctly, it will take about three to ten seconds for a line to show as **Registered**.

Adding a new connection

Gigaset provides provider profiles for setting up VoIP connections in which the basic parameters are set appropriately for a provider. All you have to do is enter the access data. If there is no profile for your provider, configure it manually.

To set up connections, use the wizard **SIP Connection**.



You need access data from an IP telephony provider (username, login name, password etc.).

►  **Wizards** ► **SIP Connection**

or: ►  **Settings** ►  **Telephony** ► **Connections** ► **Add**

The wizard takes you step by step through all necessary configuration steps.

Editing/deleting connections

►  **Settings** ►  **Telephony** ► **Connections** ... the set up connections are listed

Edit connection: ► next to the entry, click  ► make changes ► **Save**

Delete connection: ► next to the entry, click  ► confirm with **Ok**

System

Country

The country is preset using the system settings. The selection is used for country-specific settings. If you are operating the device in another country, change the preset.

- ▶  **Settings** ▶  **System** ▶ **Country** ▶ select the required country ▶ **Save**

Updating the firmware

If there is new firmware available for the phone, you will receive a message:

On the web interface: in the widget **System status** on the overview screen

On the web interface

- ▶  **Settings** ▶  **System** ▶ **Update & Restore** ▶ **Firmware update**

Run firmware update automatically

If the **Automatic firmware update** option is activated, a firmware update is run automatically when there is new firmware available.

- ▶ **Automatic firmware update** activate/deactivate with switch ( = activated)

Run firmware update manually

The currently installed firmware version is displayed.

- ▶ Click **Check** ... a check is performed for more up-to-date firmware

If there is new firmware: ▶ download and install firmware update

Update firmware with file

You need a firmware file.

- ▶ Drag the file from the file system into the **Upload file** section

or: ▶ Click **Browse file** ▶ select firmware file from the file system ▶ **Upload** ... the file is loaded to the phone ▶ **Update** ... the update is started



The firmware update can take several minutes. The phone cannot be used during the procedure. When the update is complete, the phone goes into idle status.

Saving and restoring settings

Saving data from the telephone to the PC and restoring it back to the telephone if necessary.

On the web interface

►  **Settings** ►  **System** ► **Update & Restore** ► **Save & Restore**

Saving and restoring device settings:

Save: ► click **Download** ► select save location in the file system ► **Save** ... the information is stored as a ZIP file

Default setting for file name: settings.zip

Restore: ► drag the saved ZIP file from the file system into the section next to **Restore settings**

or: ► **Browse file** ► select the ZIP file in the file system ► **Open**



After a successful restore operation, the system restarts. You are logged off from the system.

Restarting the system

►  **Settings** ►  **System** ► **Reboot & Reset** ► click **Reboot** ► confirm prompt with **Reboot** ... the telephone is restarted and will be temporarily unavailable for use

Once the process is complete, the login screen is displayed again, the telephone is in idle status.

Restoring the phone to default settings

►  **Settings** ►  **System** ► **Reboot & Reset** ► click **Reset** ► confirm prompt with **Reset** ... all settings are reset

Advanced settings

Making/receiving calls

Area and country codes

When making landline calls, you may also need to dial the area code for local calls (depending on the provider). Specify that the area code is automatically preselected for all VoIP calls in the same local area and also for national long-distance calls. This means that the area code is set before all numbers that do not begin with 0 – even when dialling numbers from the directory and from other lists.

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Number handling** ▶ **Area codes**
- ▶ From the selection list, select the country where the phone is being used ... the international and national area code is then entered in the **Prefix** and **Area Code** fields

International

Prefix Prefix for the international dialling code. Value: max. 4 digits, 0-9

Area Code International dialling code. Value: max. 4 digits, 0-9

Example "United Kingdom" **Prefix** = 00, **Area Code** = 44

National

Prefix Prefix for the area code. Value: max. 4 digits, 0-9. These digits are prefixed to the area code for national long distance calls.

National Area code for your location (depending on country/provider).
Value: max. 8 digits, 0-9

Example "London" **Prefix** = 0, **Area Code** = 207

Save settings: ▶ **Save**

Access code

If you operate the telephone on a PABX, you may have to dial an access code for external calls (e.g. "0"). If you save the dialling code in the configuration, it is automatically prefixed with each external call. The setting applies to all registered telephony devices.

On the web interface

►  **Settings** ►  **Telephony** ► **Dialing plans** ► **Number handling** ► **Access code**

Enter the access code: ► Enter the access code set on the PABX

Activate function: ► Activate function with switch ( = activated)

Identify internal numbers: ► Select the number of digits used for internal numbers from the **Length of internal numbers** menu

The access code is only prefixed if the number entered contains more digits.

Save the settings: ► **Save**

Dialling rules

You can use dialling rules to specify which connection should always be used to dial specific phone numbers.

Manage dialling rules

On the web interface

►  **Settings** ►  **Telephony** ► **Dialing plans** ... the existing dialling rules are listed by number

Filtering a list:

► Enter filter criteria in the **Filter by number or comment** text field

By number: Enter the start digits of the numbers

By comment: Enter letters occurring in a comment

► click  ... only the matching entries are displayed

Edit dialling rule:

► next to the entry, click  ► change name ► **Save**

Delete dialling rule:

► next to the entry, click  ► confirm with **Ok**

Create a new dialling rule

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Dialling plans** ▶ **Add** ▶ enter number ▶ define whether the number is to be prefixed with the area code ( = activated) ▶ select connection via which the number is to be dialled ▶ activate dialling rule with switch ( = activated) ▶ enter description for the dialling rule ▶ **Save** ... the dialling rule is entered in the list

Activate/deactivate the dialling rule

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Dialling plans** ▶ next to the entry, click  ▶ activate/deactivate dialling rule with switch ( = activated) ▶ **Save**

Setting STUN server

Once you have downloaded the profile of your VoIP provider from the Gigaset configuration server, the settings for STUN are already initialised (STUN = Session Traversal Utilities for NAT). The STUN server you set here is used as an alternative or as a fallback for the system.

The phone can determine its public address using STUN. The phone needs this address to receive caller voice data.

If your telephone is connected to a router with NAT (Network Address Translation) and/or a firewall, it might still be the case that a few settings in this area need configuring for your phone to be accessible (i.e. addressable) from the Internet. NAT hides the IP addresses of nodes in the LAN behind the shared, public IP address of the router.

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **STUN server**

- Activate STUN** ▶ Activate/deactivate function with the switch ( = activated)
- STUN server address** ▶ Enter the (fully-qualified) DNS name or the IP address of the STUN server on the internet followed by the port number (e.g. publicstun:3478)
- Save the settings: ▶ **Save**



The STUN server is set up system-wide. To enable use for an external VoIP connection, the **ICE support** function must be activated for the connection. This happens automatically for connections that are set up via provider profile. Contact your SIP provider as required for more information on setting up a STUN server.

Audio

Voice quality

The voice quality of VoIP calls is mainly dependent on the codec used for the transmission and the available bandwidth of the network connection. A "better" codec (better voice quality) requires more data to be transferred, i.e. it requires a network connection with a larger bandwidth.

You can change the sound quality by selecting the voice codecs your phone should use, and specifying the order in which the codecs are suggested when a VoIP connection is established. The codec actually used is negotiated between the transmitter and the receiver when establishing a connection.

Two quality levels with default settings are offered: one optimised for low bandwidths and one optimised for high bandwidths. You can change the assigned codecs or compile your own codec preference.

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Audio** ▶ **Voice quality** ... the connections set up are displayed with quality level and codecs used ▶ next to the entry, click 
- ▶ Select quality levels with the buttons (**High bandwidth** / **Low bandwidth** / **Own codec preference**) ... the button for the selected quality level is shown in orange, the codecs used are shown according to the selection in the lists **Selected codecs** and **Available codecs**

Selected codecs contains the codecs assigned to the quality level

Available codecs contains the codecs available on the phone but not assigned to the quality level

- Remove codec: ▶ next to the entry, click  ... the codec is moved from the **Selected codecs** list to the **Available codecs** list
- Add codec: ▶ next to the entry, click  ... the codec is moved from the **Available codecs** list to the **Selected codecs** list
- Change sequence of the codecs: ▶ move an entry in the list **Selected codecs** up or down
- Save the settings: ▶ **Save**

Selecting a ringtone

Tones, e.g. dialling tone, ringback tone, busy tone or call waiting tone, vary from one country or region to another. By default the selection is made depending on the country set. This setting can be changed.



The country is set for the system using the setup wizard and can be changed in the **Settings – System – Country** menu.

The setting for **Tone selection** has no effect on the country set for the system.

On the web interface

- ▶ **Settings** ▶ **Telephony** ▶ **Audio** ▶ **Tone selection** ▶ from the selection menu **Tone scheme** select the country with the ringtone scheme you want to use

When entering a number for call preparation, a dialling tone is emitted by default.

Provisioning

The Gigaset provisioning server provides software updates, voice files and device settings via provider profiles.

Default server address: <http://profile.gigaset.net/device/%DVID/>

The system can be adapted to company-specific requirements by importing an individual provisioning profile. Functions can be added or removed.

For this, a separate provisioning server with an individual provisioning profile must be set up. Information on this → wiki.gigaset.com

On the web interface

- ▶ **Settings** ▶ **System** ▶ **Provisioning** ▶ in the field **Data Server (URL)** enter the complete URL of the provisioning server

Start provisioning: ▶ click **Start**



Importing an incorrect provisioning profile may render the phone unusable.



The provisioning profile is used by the Gigaset provisioning server by default. If you reset the phone to the default settings, this profile will be restored

VoIP profile

When setting up connections, you can choose from various provider profiles where the provider-specific settings are preset.

Make sure that the profiles are updated automatically if anything changes in the settings.

On the web interface

- ▶  **Settings** ▶  **System** ▶ **VoIP profile** ▶ activate/deactivate function with the switch
 = activated)

Network

Local network (LAN)

The telephone is automatically integrated into the local network by default. You connect the telephone to the network (e.g. via a router), the IP address is assigned automatically and the other network settings are transferred over.

If you need a different configuration for your network, do it manually.

On the web interface

- ▶  **Settings** ▶  **Network** ▶ **LAN** ▶ **LAN interface**

Setting the network configuration manually

- | | |
|-------------------------------|---|
| IP address type | ▶ Select Static |
| IP address | ▶ Enter the required IP address
It must be in the valid address range of the standard gateway and the subnet mask used. |
| Subnet mask | ▶ Enter subnet mask used in the network
The subnet mask specifies how many parts of the IP address are used for addressing the telephone and how many for the network. |
| Standard gateway | ▶ Enter the IP address of the standard gateway
This is usually a router or switch in the network. |
| Preferred DNS server | ▶ Enter the IP address of the DNS server used on the network
The DNS server assigns device names to IP addresses. |
| Alternative DNS server | Optional (only on the web interface):
▶ Enter the IP address of a second DNS server used on the network |

VLAN

VLAN (Virtual Local Area Network) divide a physical network into multiple virtual networks. Enable VLAN if your phone is on a local network divided into virtual subnets. In a "tagged" VLAN, data packets are assigned to individual subnets with tags that consist of, among other things, a VLAN identifier and the VLAN priority. The VLAN password identifies the subnet. The VLAN priority permits the prioritisation of various data, e.g. the preferred transport of voice data.

In the phone configuration, save the VLAN identifier and VLAN priority of your network. Your VLAN provider will supply you with this data.

On the web interface

- ▶  **Settings** ▶  **Network** ▶ **LAN** ▶ **VLAN** ▶ **VLAN tagging** activate/deactivate (LAN activated; No = deactivated)

Other settings

VLAN identifier (LAN)	ID of the virtual network of the LAN interface; permissible values: 0 – 4094
VLAN Priority (LAN)	VLAN priority of the virtual network of the LAN interface; permissible values: 0 – 7

Save settings: ▶ **Save**



If you enter values in the VLAN configuration that do not match your local network, the device and the web user interface can no longer be reached. In this case, reset the device to factory settings.

Activate/deactivate Link Layer Discovery Protocol

The Link Layer Discovery Protocol (LLDP) allows devices from different providers to exchange information with directly connected neighbouring devices, for example for troubleshooting or network management. Activate LLDP if you have devices from different providers on your network.

On the web interface

- ▶  **Settings** ▶  **Network** ▶ **LAN** ▶ **Link Layer Discovery Protocol (LLDP)** activate/deactivate with switch ( = activated) ▶ enter value for **Packet intervals** (interval in which LLDP packages are transferred) (preset: 60 sec.)

Quality of Service (QoS)

The sound quality depends on the priority of the voice data on the network. The VoIP data packets are prioritised using the QoS protocol DiffServ (Differentiated Services). DiffServ defines a number of classes for the quality of service and, within these classes, various priority levels for which specific prioritisation procedures are defined.

You can specify different QoS values for SIP and RTP packets. SIP packages contain the signalling data, whereas the RTP (Real-time Transport Protocol) is used for the voice data transmission.

On the web interface

-  **Settings** ►  **Network** ► **LAN** ► **Quality of Service (QoS)** ► in the fields **SIP ToS / Diff-Serv** and **RTP ToS/DiffServ**, enter the required QoS values (value range: 0 to 63)

Common values for VoIP (default setting):

SIP	34	High service class for fast switching of the data flow (accelerated process)
RTP	46	Highest service class for fast forwarding of data packets (accelerated forwarding)



Do not change these values without first contacting your network operator. A higher value does not necessarily mean a higher priority. The value determines the service class, not the priority. The prioritisation procedure used in each case meets the requirements of this class and is not necessarily suitable for transferring voice data.

Network security

Setting up HTTP authentication

HTTP authentication authorises a user to access the telephone's web interface by entering a user name and password.

On the web interface

-  **Settings** ►  **Network** ► **Security** ► **HTTP authentication** ► enter **HTTP Digest - Username** ► enter **HTTP Digest - Password** ► **Save**

Manage certificates

The phone supports the establishment of secure (encrypted) data connections on the internet with the TLS security protocol (Transport Layer Security). With TLS, the client (the telephone) uses certificates to identify the server. The electronic identity of communication partners is certified with the help of the certificates. These certificates must be stored on the phone.

There are server and client certificates. The operator of a website is authenticated by the client with server certificates. The client identifies itself as authorised to access the website of a server with a client certificate.

Server certificates

On the web interface

- ▶  **Settings** ▶  **Network** ▶ **Security** ▶ **Certificates** ... the currently installed certificates are listed

Type: CA The certificate is confirmed by a trusted body (Certificate Authority or Certification Authority).

Type: Invalid The certificate is confirmed by a trusted body.

Show detailed information on the certificate:

- ▶ next to the name of the certificate, click  ▶ **Details**

Delete certificate:

- ▶ next to the name of the certificate, click  ▶ **Remove**

Load new certificate

- ▶ Drag the certificate file from your computer's file system into the area next to **File upload**
- or: ▶ **Browse file** ▶ select the certificate file from the file system ▶ **File upload**

If you have uploaded additional certificates, the storage location used is shown next to **Memory usage**.

Client certificates

You need a private key file in addition to the certificate file for a client certificate.

On the web interface

- ▶  **Settings** ▶  **Network** ▶ **Security** ▶ **Client certificate** ... the currently installed certificates are listed ▶ Upload Client Certificate as described above

Upload private key:

- ▶ Drag the private key file from your computer's file system into the area next to **File upload**
- or: ▶ **Browse file** ▶ select private key file from the file system ▶ **File upload**

If the private key is protected with a password, it is displayed and can be changed if necessary.

HTTP server

Configure access to the web interface of the phone.

On the web interface

►  Settings ►  Network ► Advanced settings ► HTTP server ► Configure settings

HTTP connection type	How access to the web interface can be provided: HTTPS: only via a secure connection HTTP: only via an unsecured connection HTTP + HTTPS: both are possible
HTTP port	Port used to establish the connection with HTTP (preset: 80)
HTTPS port	Port used to establish the connection with HTTPS (preset: 443)
Automatic logout	Period after which a user is automatically logged out of the web user interface if no entries are made
Device name in network	Name of the phone as used on the network; this name may differ from the name of the phone set in the device settings
Save the settings:	► Save

HTTP proxy server

If the connection to the network is established via a proxy, enter the data here.

On the web interface

►  Settings ►  Network ► Advanced settings ► HTTP proxy server ► Configure settings

Proxy server address	IP address of the HTTP proxy server
Proxy server port	Port via which the connection to the HTTP proxy is established
Save the settings:	► Save

Status information and diagnostics

System information

Show information on the configuration and status of the system.

On the web interface

▶ Settings ▶ Service ▶ System status ▶ IP configuration

Device name in the network	Device name of the phone on the local network. This may vary from the internal name of the phone shown on the display.
LAN MAC address	Hardware address of the LAN interface, 12 digits.
LAN IP address	If the phone is connected via LAN: The phone's IP address on the local network
RFPI	Radio Fixed Part Identity of the base station. The RFPI is the unique identification of the DECT interface.
MAC ID	Consists of the 12-digit MAC address and a 4-digit code. Programmed by the manufacturer and makes the device uniquely identifiable for certain services, such as redirect (URL forwarding) or licensing.
LAN port	Technical specifications of the LAN connection, e.g. 100 MBit full duplex

▶ Settings ▶ Service ▶ System status ▶ Software

Firmware Version	Firmware currently installed on the phone
Firmware Variant	Firmware variant, normally: Gigaset IP BASE
Startups	Number of start processes relative to the total operating time
Reboots	Number of start processes initiated with the Reboot function
Total operating time	Total operating time of the device since commissioning
Operating time	Operating time since the last system start

▶ Settings ▶ Service ▶ System status ▶ Date & Time

Time	Current time
Date	Current date
Time server	URL of the time server used
Last synchronisation	Time of the last synchronisation of date and time with the time server

▶ Settings ▶ Service ▶ System status ▶ Connection status

Name of the connections set up	Registration status of the connection with the provider: Registered / Not registered
---------------------------------------	--

▶ Settings ▶ Service ▶ System status ▶ Device status

Name of the set up telephony devices	Registration status of the device: Registered / Not registered
---	--

Tools for diagnostics

System logs

Uploading phone system logs to PC

During operation, the phone saves information on selected phone processes (events, configuration changes, errors) in system logs (SysLog). You can upload these to a PC for further use by service personnel.

On the web interface

- ▶  **Settings** ▶  **Service** ▶ **Diagnostics** ▶ **Download all logs** ▶ click **Save to PC** ▶ select save location in the file system ▶ **Save** ... the information is stored as a ZIP file
- Default setting for file name: diagnostic_data_homeip_<timestamp>.zip

System logging with setting Remote Syslog

The information collected in the system logs can be sent to a SysLog server. When the function is enabled, the system logs are continuously transmitted to the SysLog server.

On the web interface

- ▶  **Settings** ▶  **Service** ▶ **Diagnostics** ▶ **System logging** ▶ Activate/deactivate Remote SysLog with the switch ( = activated) ▶ enter the complete URL of the SysLog server followed by the port number in the text field (e.g. www.mysyslogserver.net:514) ▶ **Save**



System logs may also contain personal data, such as the IP address.

PCAP log files

PCAP (Packet Capture) is a program that allows you to record system activities over a certain period of time for diagnostic purposes.



In the case of unencrypted SIP lines, the voice data may also be present in the PCAP records.

On the web interface

► **Settings** ► **Service** ► **Diagnostics** ► **PCAP logging**

To start a recording: ► click **Start**

To end a recording: ► click **Stop**

To save a recording: ► **Download** ► select save location in the file system ► **Save** ...
the information is stored as a ZIP file

Default setting for file name:

pcap_normal_homeip_<timestamp>_decrypted.zip

Automatic restart

To limit the size of the system logs, you can regularly initiate an automatic restart. The system logs are then reset. When restarting, the old logs are archived up to a certain size/number.

On the web interface

► **Settings** ► **Service** ► **Diagnostics** ► **Reboot** ► activate/deactivate automatic restart with switch (= activated) ► select day (= selected) ► use buttons and to set the time ► **Save**

Support

The **Support** screen contains important links, information on the software licences used as well as data protection.

On the web interface

► **Settings** ► **Service** ► **Support**

Links to the Gigaset Service Portal, to the user guides and to the Wiki:

► **Customer support**

Show Open Source licences used in the software:

► **Software licenses**

Show information on data protection:

► **Data protection and Information security**

Appendix

Customer Service & Assistance

Do you have any questions? As a Gigaset customer, you can find help quickly in this User Manual and in the service section of our Gigaset online portal www.gigaset.com/service.

In our constantly updated online service you can find:

- Extensive information about our products
- FAQ compilations
- Keyword search to help find topics quickly
- Compatibility database: Find out which base stations and handsets can be combined.
- Product comparison: Compare the features of several products with each other.
- Downloads for user manuals and current software updates
- E-mail contact form for customer service

In order to contact our customer service via email, please use the email contact form from our Gigaset online portal after selecting your home country.

Our representatives are also available on the telephone hotlines for consultation.

Australia	+61 1300 780 878	Jordan	00962 6 5625460/1/2
Austria	0043 1 311 3046	Kuwait	+965 -22458737/22458738
Bahrain	-31 73 11 173	Lebanon	+9611240259/
Belgium	07815 6679		+9611236110
Bosnia Herzegovina	033 276 649	Luxembourg	(+352) 8002 3811
Brazil		Malaysia	+603-8076 9696
Grandes Capitais e Regiões Metropolitanas:		Malta	+39 02360 46111 (0,10 €)
	4003 3020	Mexico	
	(Preço de uma ligação local)		-01800 999 4442738 (01800 999 GIGASET)
Demais localidades:		Netherlands	-0900-3333102
	0800 888 3020	New Zealand	-0800 780 878
	(Gratuito)	Norway	+47 2231 0845
Bulgaria	+359 2 9710666	Oman	+968 70928 Ext. 49/21/75
Canada	1-866 247-8758	Poland	-801 140 160
China	0 21 400 670 6007 (RMB 0.11)	Portugal	(+351) 308 804 760
Croatia	01 / 2456 555		(custo de uma chamada local)
Czech Republic	233 032 727	Romania	+40 021 204 9190
Denmark	+45 43682003	Russia	8-800 333 4956
Finland	+358 (0)9725 19734	Serbia	-0800 222 111
France	(0)1 57 32 45 22	Singapore	-6735 9100
Germany	02871 / 912 912	Slovak Republic	-0905 035 305
Greece	+30 2111 98 1778	Slovenija	+386 (1) 5466 511
Hong Kong	2763 0203	South Africa	-0800 98 08 42
	2389 7285	Spain	(+34) 910 920 931
Hungary	06(1)267-2109	Sweden	+45 43682003/+47 2231 0845
India	Please refer to your local warranty card	Switzerland	-0848 212 000
Indonesia	(62-21) 5673813	Taiwan	-02 266 24343
	(62-21) 888856000	Turkey	Son kullanıcı için +90 212 888 6346
Ireland	0818 200 033	Bayi için	+90 212 888 6347
Italy	02.600.630.45	Ukraine	+380-44-451-71-72
(Il numero è di tipo "urbano nazionale" e può essere chiamato da qualunque operatore di rete fissa o mobile. Il costo della chiamata è inerente al proprio piano tariffario definito con l'operatore telefonico, ad esempio in caso di un contratto con tariffa FLAT, non ci sono costi aggiuntivi per la chiamata a questo numero, in quanto si tratta di un numero urbano nazionale.)		United Arab Emirates	+971 44504288
		United Kingdom	020 36953111
		USA	1-866 247-8758
			-tollfree

Please have your record of purchase ready when calling. After sales service is not offered in countries where our product is not sold by authorised dealers.

For questions about VoIP access, please contact the respective service provider.

Warranty document

Unless otherwise specified, the guarantor (hereinafter referred to as "Gigaset Technologies") grants the consumer (customer) a durability warranty under the following conditions (warranty conditions), without prejudice to the consumer's statutory rights relating to defects. The customer's warranty rights are not limited by this warranty. Warranty rights can be asserted free of charge. This warranty represents an obligation on the part of the guarantor in addition to the statutory warranty rights that can be asserted free of charge for defect claims.

Warranty conditions:

- New devices (telephones, smartphones) and their components in which a defect is detected within 24 months from the date of purchase resulting from a manufacturing and/or materials fault will, at the customer's discretion, be exchanged free of charge for a technologically current device or repaired by Gigaset Technologies. This durability warranty applies for 12 months from the date of purchase for parts subject to wear (all moving parts that can be replaced by the customer itself, e.g. spare parts, batteries, keyboards, housing).
- This warranty does not apply in the event a defect to devices is attributable to improper treatment and/or a failure to follow the operating guides.
- This warranty does not cover any services provided by the appointed dealer or by the customer himself (e.g. installation, configuration, software downloads). Manuals and, where applicable, accompanying software on a separate data carrier are also excluded from the warranty.
- Proof of purchase plus date of purchase are required as evidence of a valid warranty. Warranty claims must be asserted within two (2) months of the awareness of a warranty event.
- Replaced devices or their components returned to Gigaset Technologies during the course of an exchange are transferred to the ownership of Gigaset Technologies.
- This warranty applies to new devices acquired within the European Union. These will be exchanged free of charge for a technologically current device or repaired by Gigaset Technologies. The warrantor is Gigaset Technologies GmbH, Frankenstraße 2, D-46395 Bocholt.
- No further or different claims arising from this manufacturer's warranty will be accepted. Gigaset Technologies accepts no liability for operational interruptions, loss of profit and loss of data, software additionally installed by the customer or other information. The customer is responsible for safeguarding these. The liability disclaimer does not apply if liability is mandatory, for example under the Product Liability Act, in cases of wilful intent, gross negligence, injury to life, limb and health or breach of material contractual obligations. Claims for damages in respect of breach of material contractual obligations are however limited to foreseeable losses typical for the contract, unless liability is as a result of wilful intent, gross negligence, injury to life, limb and health or under the Product Liability Act.
- Successful assertion of a warranty claim does not extend the term of the warranty.
- Unless there is a warranty event, Gigaset Technologies reserves the right to charge the customer for an exchange or repair. Gigaset Technologies will inform the customer of this in advance.
- Any change to the rules governing burden of proof to the detriment of the customer is not connected with the above rules.
- Federal German law applies to this warranty, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). This choice of law does not deprive the consumer of the protection he/she would have been granted under provisions that cannot be derogated from by agreement, according to the law of the country in which he/she has her habitual residence ('favourability principle').

Please contact the warrantor's customer services to redeem and assert this warranty. You can find the relevant telephone number in our Service Portal at www.gigaset.com/service.

Manufacturer information

Authorisation

Voice over IP telephony is possible via the LAN interface (IEEE 802.3).

Depending on your telecommunication network interface, an additional router/switch could be necessary.
For further information please contact your Internet provider.

Country-specific requirements have been taken into consideration.

Gigaset Technologies GmbH hereby declares that the following radio equipment types are in compliance with Directive 2014/53/EU:

S30852-S3061-XXXX / S30852-S3038-XXXX / S30852-S3061-XXXX / S30852-S3040-XXXX / S30852-S3051-XXXX / S30852-S3037-XXXX / S30852-S3051-XXXX / S30852-S3037-XXXX / S30852-S3122-XXXX / S30852-S3122-XXXX / S30852-S2870-XXXX / S30852-S3123-XXXX / S30852-S2876-XXXX / S30852-S3124-XXXX / S30852-S2876-XXXX / S30852-S3124-XXXX

The full text of the EU declaration of conformity is available at the following internet address:

www.gigaset.com/docs.

If this product will as well be imported into the UK:

Gigaset Technologies GmbH hereby declares that the following radio equipment types are in compliance with the Radio Equipment Regulations 2017:

S30852-S3061-XXXX / S30852-S3038-XXXX / S30852-S3061-XXXX / S30852-S3040-XXXX / S30852-S3051-XXXX / S30852-S3037-XXXX / S30852-S3051-XXXX / S30852-S3037-XXXX / S30852-S3122-XXXX / S30852-S3122-XXXX / S30852-S2870-XXXX / S30852-S3123-XXXX / S30852-S2876-XXXX / S30852-S3124-XXXX / S30852-S2876-XXXX / S30852-S3124-XXXX

The full text of the UK declaration of conformity is available at the following internet address:

www.gigaset.com/docs.

This declaration could also be available in the "International Declarations of Conformity" or "European Declarations of Conformity" files.

Therefore please check all of these files.

The information on the compliance of our products with the UK Product Security and Telecommunications Infrastructure (PSTI) Act 2022 is available at the following internet address:

www.gigaset.com/PSTI

Data protection

We at Gigaset take the protection of our customers' data very seriously. It is precisely for this reason that we are ensuring all our products feature "Privacy by Design" as standard. All information we collect is used to make our products as good as possible. In the process, we ensure your details are protected and only used for the purposes of making available to you a product or service. We know which path your data takes through the company and ensure this happens in line with data protection specifications in a secure and protected manner.

The full text of the privacy policy is available from:

www.gigaset.com/privacy-policy

Environment

Environmental management system

Further information on environmentally friendly products and processes is available on the Internet at www.gigaset.com.



Gigaset Technologies GmbH is certified pursuant to the international standards ISO 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.

Disposal

All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.



This crossed-out wheeled bin symbol on the product means the product is covered by the European Directive 2012/19/EU.

UK: The Waste Electrical and Electronic Equipment Regulations 2013.

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your local council refuse centre or the original supplier of the product.

Care

Wipe the device with a **damp** cloth or an antistatic cloth. Do not use solvents or microfibre cloths.

Never use a dry cloth; this can cause static.

In rare cases, contact with chemical substances can cause changes to the device's exterior. Due to the wide variety of chemical products available on the market, it was not possible to test all substances.

Impairments in high-gloss finishes can be carefully removed using display polishes for mobile phones.

Contact with liquid

If the device comes into contact with liquid:

- 1 Unplug all cables from the device.
- 2 Allow the liquid to drain from the device.
- 3 Pat all parts dry.
- 4 Place the device in a dry, warm place **for at least 72 hours** (not in a microwave, oven etc.) with the keypad facing down (if applicable).
- 5 **Do not switch on the device again until it is completely dry.**

When it has fully dried out, you will normally be able to use it again.

Technical data

Batteries

Technology:	2 x AAA NiMH
Voltage:	1.2 V
Capacity:	750 mAh

Handset operating times/charging times

The operating time of your Gigaset depends on the capacity of the battery, its age and the way it is used. (All times are maximums).

Standby time (hours)	320 / 190 *
Talktime (hours)	17
Operating time for 1.5 h of calls per day (hours)	160 / 115*
Charging time in charging cradle (hours)	8

* Function **No Radiation** switched off / function **No Radiation** switched on, without display backlight in idle status

Power consumption of the handset in the charging cradle

When charging:	approx. 1.50 W
To maintain the charge status:	approx. 0.50 W

Base station power consumption

In standby mode	approx. 2.0 W
Max. power consumption	approx. 5.0 W

General technical data

1 x LAN	RJ45 10/100/1000 auto MDI/ MDIX
Supply voltage	See power adapter name plate
Environmental conditions for operation	+5°C to +45°C; 20% to 75% relative humidity

DECT

CATiq 1.0, CATiq 2.0, CATiq 2.1 and CATiq 3.0 (software update over the air)	supported
No. of channels	60 duplex channels
Radio frequency range	1880-1900 MHz
Speech coding	G.722, G.729, G.711 alaw, G.711 ulaw
Transmission power	10 mW average power per channel, 250 mW pulse power
Range	up to 50 m indoors, up to 300 m outdoors

Handset power adapter

Manufacturer	Salom Electric (Xiamen) Co. Ltd. Commercial register: 91350200612003878C 31 Building, Huli Industrial District, Xiamen, Fujian 361006, P.R. China
	Salcomp (Shenzhen) Co. Ltd. Commercial register: 91440300618932635P Salcomp Road, Furong Industrial Area, Xinqiao, Shajing, Baoan District, Shenzhen 518125 China
Model ID	C705 (EU variant) C710 (UK variant)
Input voltage	230 V
Input alternating current frequency	50 Hz
Output voltage	4 V
Output current	0.15 A
Output power	0.6 W
Average efficiency during use	> 46 %
Efficiency at low load (10%)	Not relevant - only for output power > 10 W
Power consumption at zero load	< 0.1 W

Power adapter base

Manufacturer	Salom Electric (Xiamen) Co. Ltd. Commercial register 91350200612003878C 31 Building, Huli Industrial District, Xiamen, Fujian 361006, P.R. China
	LEADER ELECTRONICS Commercial register 913211007039359372 8F, No.138 Ln. 235 Baoqiao Rd. Xindian Dist. New Taipei City 23145, Taiwan
Model ID	C706 / C745
Input voltage	230 V
Input alternating current frequency	50 Hz
Output voltage	12 V
Output current	1 A
Output power	12 W
Average efficiency during use	> 83%
Efficiency at low load (10%)	> 60%
Power consumption at zero load	< 0.10 W

Character charts

The character set used on the handset is dependent on the language set.

Entering letters/characters

- ▶ Press the relevant key several times.
- ▶ **Briefly** press the Hash key  to switch from mode "Abc" to "123", from "123" to "abc" and from "abc" to "Abc".
- ▶ Press and **hold** the hash key  ... The available characters of the key are offered for selection one after the other

Standard characters

Press the relevant key several times.

	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x
	1									
	a	b	c	2	ä	á	à	â	ã	ç
	d	e	f	3	ë	é	è	ê		
	g	h	i	4	ï	í	ì	î		
	j	k	l	5						
	m	n	o	6	ö	ñ	ó	ò	ô	õ
	p	q	r	s	7	ß				
	t	u	v	8	ü	ú	ù	û		
	w	x	y	z	9	ÿ	ý	æ	ø	å
	¹⁾ []	.	,	?	!	²⁾ ←	0			

1) Space

2) Line break

Icons

Icons in the status bar

Icon	Meaning
	Signal strength, depending on the number of bars 1 – 100 % (for No Radiation off) white: Maximum Range on; green Maximum Range off
	red: no connection to the base (for No Radiation off)
	white: Maximum Range on; green: Maximum Range off (for No Radiation on)
	Battery charge status, depending on the bar length 0 – 100 % white: over 11 %; red: below 11 %; flashes red: Battery almost empty (approx. 5 minutes of talk-time left)
	Battery is charging (current charge status): 0 % - 100 %
	Ringtone deactivated
	"Beep" ringtone activated
	Keypad lock activated

Icons of the display keys

Icon	Meaning
	Open redial list
	Delete text
	Open directory
	Copy number to directory

Display icons to indicate . . .

Icon	Meaning
	External call
	Internal call
	Establishing a connection (outgoing call)
	Connection established
	Connection ended / not possible to establish a connection
	Reminder call for appointment
	Reminder for anniversary
	Alarm
	Countdown timer

Other display icons

Icon	Meaning
	Missed calls
	Missed appointments
	New voice messages
	Alarm activated, display with wake-up time
	Timer switched on, display with countdown
	Baby monitor activated
	Action complete (green)
	Action failed (red)
	Information
	(Security) prompt
	Please wait ...

Menu overview

Handset

Open main menu: ► in idle status, press  or 

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