Please make sure that the latest Gigaset QuickSync software (Version 8.2.xxx and higher) is installed on your PC when you start with the compatibility update.

A version for Windows PCs can be downloaded under the following link (select Downloads): www.gigaset.com/gigasetsl910

Before starting the compatibility update, make sure that the last available firmware is installed on your system (base station and handset).
Therefore connect your base station via an Ethernet cable with your router that is connected to the internet.
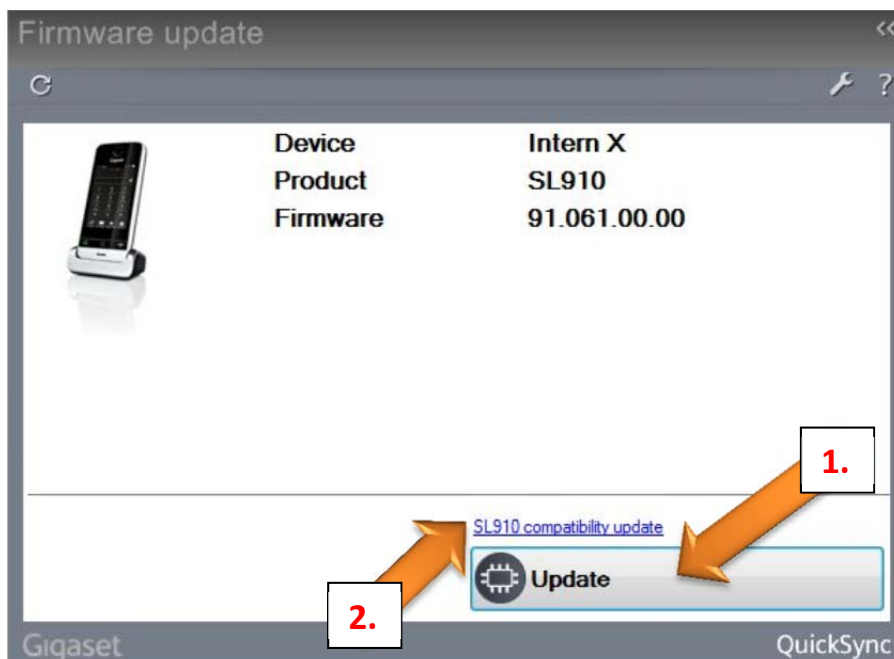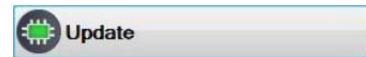Now press the menu key at your handset. Then go to "settings", "system" and "firmware update". Press firmware update to start the update.
If you get the message that no firmware update is available for the base station,
you can start with the firmware update at your handset.
Therefore connect the handset via USB with your PC. Start the Gigaset QuickSync software.
Now select your device and press the button "Firmware Update"
to start the update window (see screenshot below).
In case you see a flashing, green Update button (1.) press it
before doing the compatibility update.

To start the compatibility update, open the link that was shown above the Update button (2.)
The link is no longer visible in case a handset has already got the compatibility update.
In this case the compatibility update for the Gigaset SL910 or Gigaset SL910A base station can only be done with an additional Gigaset SL910H that is registered to your base station and still shows the blue link.
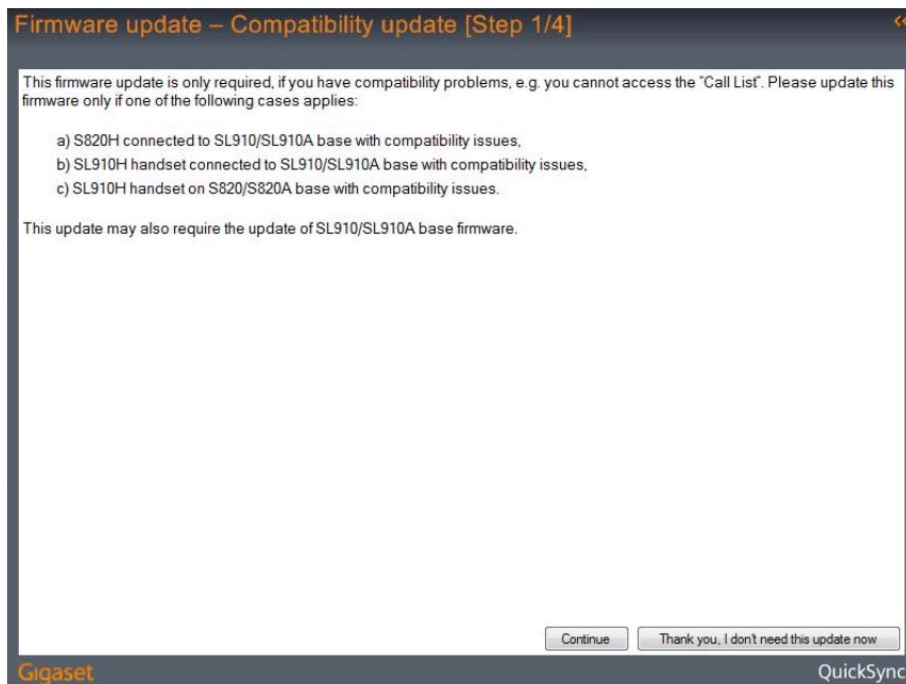
Please contact our Hotline if you don't have such a handset.
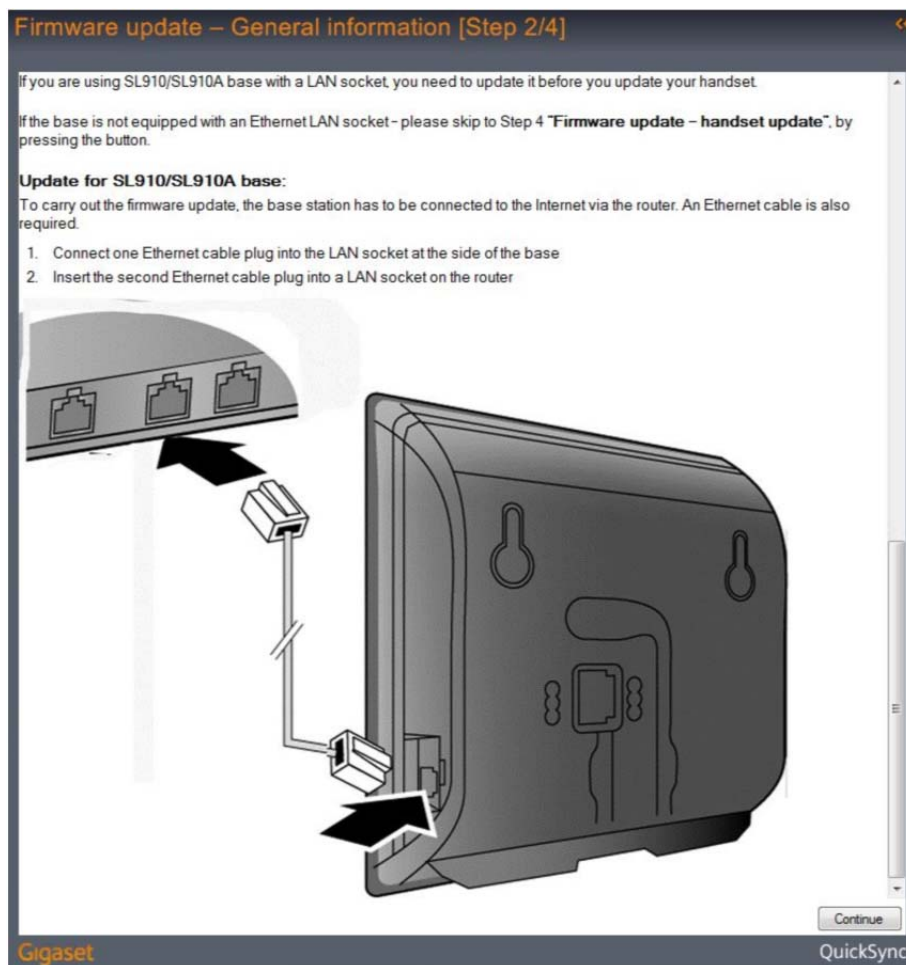You find the telephone number in your user manual.

After starting the SL910 compatibility update 4 windows will guide you through the procedure.

Window 1: Firmware update – Compatibility update [Step 1/4]

Window 2: Firmware update – General information [Step 2/4]

Window 3: Firmware update – Base update [Step 3/4]
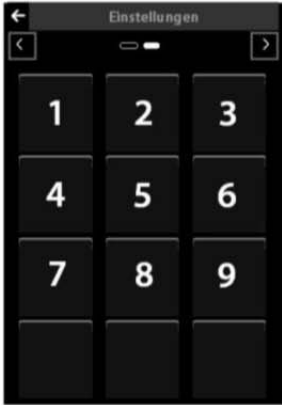
Firmware Update – Base update [Step 3/4]   ««

If a base update is not required in your case (base not equipped with Ethernet LAN socket) - just click button.

Please check the display on your handset if new firmware is offered (message: **"New firmware available – Update?"**) please proceed with this update first.

To perform the compatibility base firmware update please carry out the following steps which are also shown in a video on Youtube: (http://www.youtube.com/watch?v=3MPa-0o-bHs):

1. Go to menu
2. Go to Settings page
3. Press and hold (for approximately 2 seconds) the following icons relating to the numbers: 1, 4, 7, 2, 3, 6, 5, 9, 8. See below:

Remark: the numbers are not shown in the display! They are displayed above instead of the menu icons for a better understanding.

4. A number field opens. You can enter a function-specific code. Enter 8, 1.
5. A text editor opens. Please enter the following path:
   update.gigaset.net/sl910

   and confirm it with

6. Go to the Settings menu and touch **"System"** icon
7. Touch **"Firmware Update"** and then **"Update Firmware"**.

8. Enter the system PIN and confirm with
9. Message **"Start download?"** will be displayed.
10. Press "YES" to confirm update.
11. The firmware update can take up to six minutes, depending on the quality of your DSL connection.
12. During the base update, the handset displays "Firmware update in progress – Please wait".


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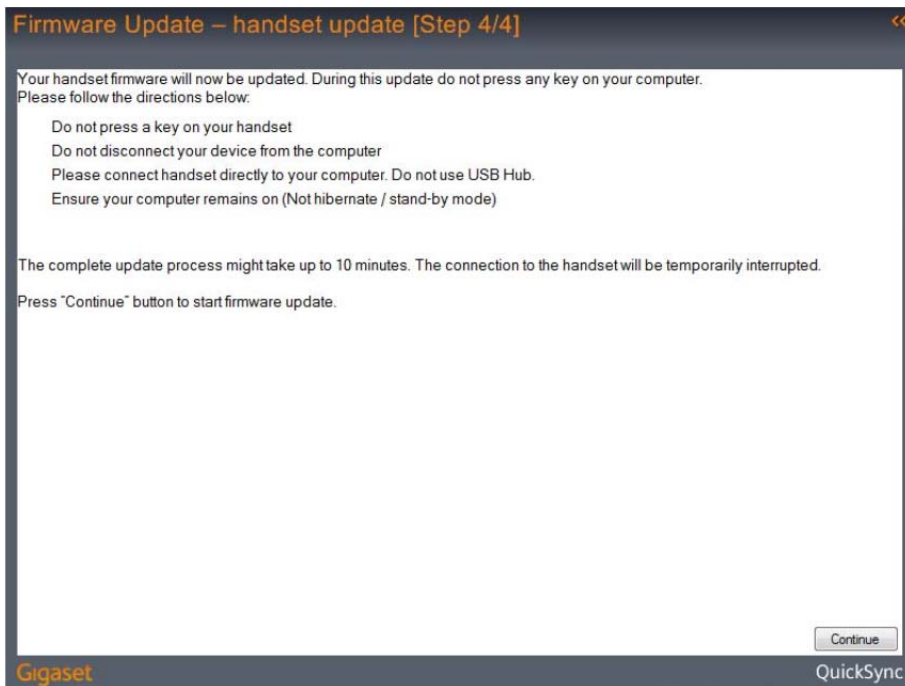13. When "Handset not registered to any base" is displayed, your base update was successful.

FRM_19

14. Please check that the handset displays this deregister message, otherwise please repeat the update procedure. For further questions please contact Gigaset Customer Care.
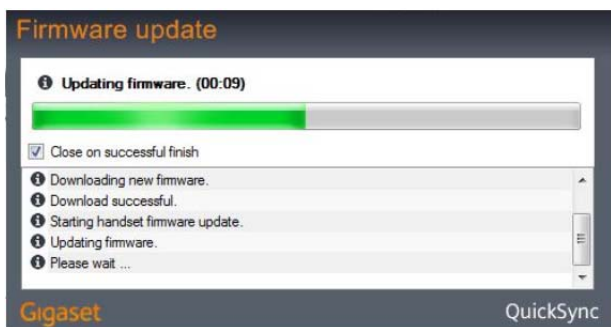
Now you are ready for the handset update, click Continue.

Continue

Gigaset   QuickSync

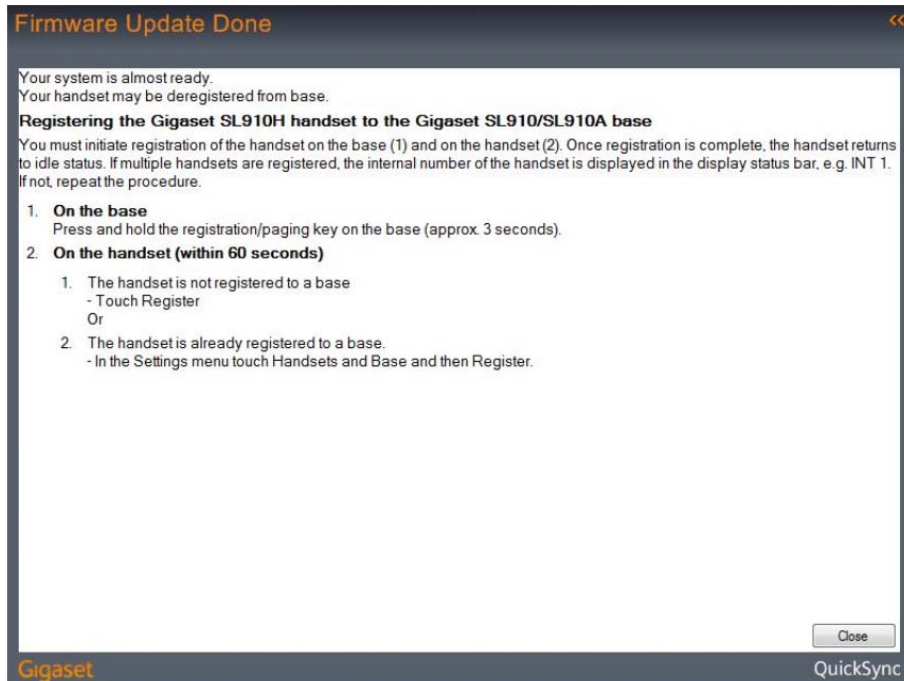**Window 4: Firmware update – handset update [Step 4/4]**

Now the software for the update is downloaded from the Internet. After a successful download it will be installed on the base station. This could take up to 10 minutes.

Please confirm with by pressing the OK button if the Firmware update was successful.

Now your complete system got the compatibility update.

After a successful update you need to register your handset.

Please find more information under: **www.gigaset.com/service**

Under

- **"Downloads"**

    you can download the complete user manuals free of charge.
- **"Register handset to base station"**

    you will find the registration procedure for your system.

In case additional SL910H should be registered at this base station,
they need the compatibility update before as well.

The missing compatibility link indicates that this handset has already got the compatibility update.

Please contact our Hotline in case of further questions or problems.
You find the telephone number in your user manual.

With best regards

Your Gigaset Customer Care team