

# Gigaset

## A690/AS690 A IP BASE

The most up-to-date user guide  
can be found at  
[www.gigaset.com/manuals](http://www.gigaset.com/manuals)



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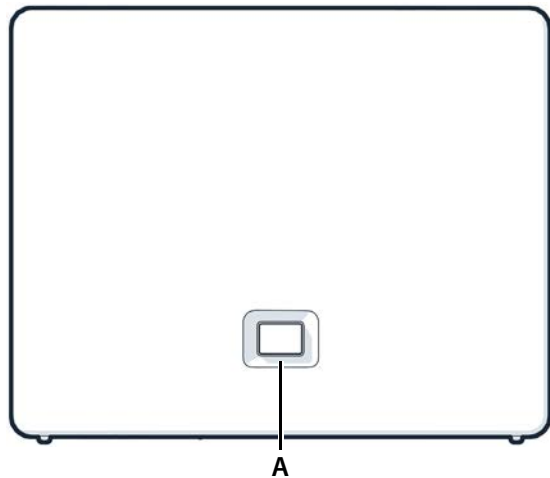
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Not all functions described in the user guide are available in all countries or from all network providers.

# 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

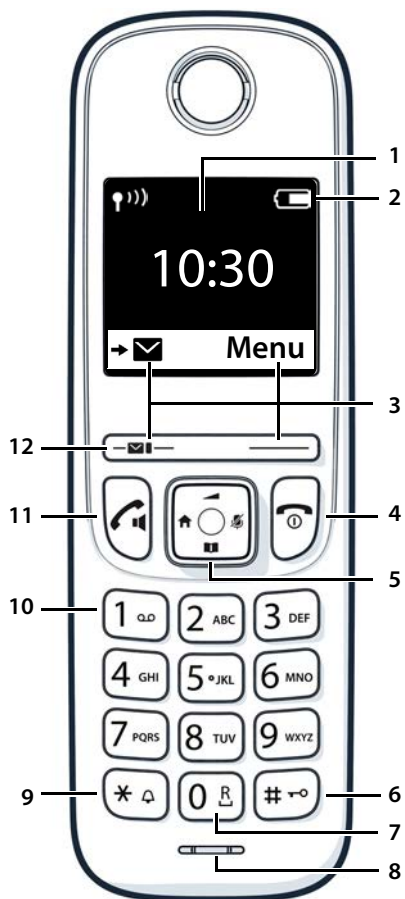
**Flashing red (slow):**

No connection to Gigaset Cloud Device is being

**Flashing red (quickly):**

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;  
one level back

▶ tap

back to idle mode, switch  
handset on/off

▶ press and hold

### 5 Control key / Menu key

Open menu; mute;

Open directory;

Adjust volume;

Initiate internal call;

navigate through menus and entry fields

### 6 Hash key / Lock key

Lock/unlock the keypad;  
enter a dialling pause

▶ press and hold

Toggle between upper/  
lower case and digits

▶ tap

### 7 Recall key

Consultation call (flash)

▶ press and hold

### 8 Microphone

### 9 Star key

Activate/deactivate ringtone

▶ press and hold

Special characters table  
open

▶ Press briefly

### 10 Key 1

Dial voicemail

▶ press and hold

### 11 Talk key / Handsfree key

Accept call; select displayed  
number; switch between  
handset and handsfree  
mode; open redial list

▶ Press briefly

Start dialling

▶ press and hold

### 12 Message key

Access to the call and message lists;





flashes: new message or new call









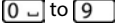
If multiple functions are listed, the key function depends on the situation.

## Symbols in the user guide

### Symbols



	Warnings, the non-adherence to which can result in damage to devices or 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.







### Keys

	Talk/Hands-free key		Hash key
	End call key		Star key
	Control key		Recall key
	Number/letter keys	<b>Menu, OK</b>	Display keys

### Procedures handset

**Example:** Switching Auto Answer on/off:





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

Display	Meaning
▶	Every arrow initiates an action.
▶ 	Open main menu: Press the Display key <b>Menu</b> .
▶ <b>Settings</b>	Use the control key  to navigate to the entry <b>Settings</b> .
▶ <b>OK</b>	Press <b>OK</b> to confirm. The <b>Settings</b> submenu is opened.
▶ <b>Telephony</b>	Select the <b>Telephony</b> entry using the control key  .
▶ <b>OK</b>	Press <b>OK</b> to confirm. The <b>Telephony</b> submenu is opened.
▶ <b>Auto Answer</b>	Select the <b>Auto Answer</b> entry using the control key  .
▶ <b>OK</b>	Activate or deactivate it using <b>OK</b> . Function is activated  /deactivated  .











## Procedures for web user interface

Example: Enable 24-hour time format

▶  **Settings** ▶  **System** ▶ **Date & Time** ▶ **24h Time Format** ( = enabled) ▶ **Save**

Step	Actions required
▶	Open the web user interface.
▶  <b>Settings</b>	At the bottom of the navigation area, click <b>Settings</b> . The Settings menu opens in the navigation area.
▶  <b>System</b>	In the Settings menu, click <b>System</b> . The <b>System</b> submenu is opened.
▶ <b>Date &amp; Time</b>	In the <b>System</b> submenu, click <b>Date &amp; Time</b> . The time settings are displayed.
▶ <b>24h Time Format</b>	Next to <b>24h Time Format</b> , click the switch  . The function is enabled (  = enabled)
▶ <b>Save</b>	Click <b>Save</b> .

## Safety precautions

	Read the safety precautions and the user guide before use.
	<p>The device cannot be used in the event of a power failure. In case of a power failure it is also <b>not</b> possible to make <b>emergency calls</b>.</p> <p>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.</p> <p>Emergency numbers <b>cannot</b> be dialled if the <b>keypad/display lock</b> is activated!</p>
	Use only <b>rechargeable batteries</b> that correspond to the <b>specification</b> (see list of permitted batteries → <a href="http://www.gigaset.com/service">www.gigaset.com/service</a> ). 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.
	<p>The handset must not be operated if the battery cover is open.</p> <p>Ensure that the batteries can not be short-circuited by objects in the battery compartment.</p>
	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.
	<p>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.</p> <p>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.</p>





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 daily:

- Serial number/item number
- MAC address
- Private IP address for the Gigaset in the LAN, its port numbers
- Device name
- Sensor data (if any)
- 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 including power adapter,
- one installation guide



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

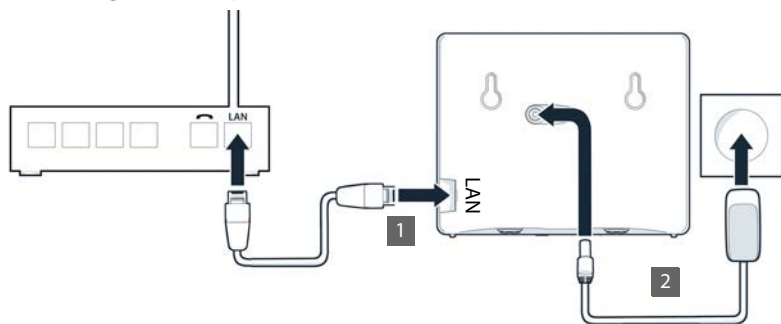
Position the base on a level, non-slip surface at a central point in the flat or house. The device's feet do not usually leave any marks on installation surfaces. However, due to the multitude of different varnishes and polishes used on furniture, contact marks on the surfaces cannot be completely ruled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

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## Setting up the handset for use

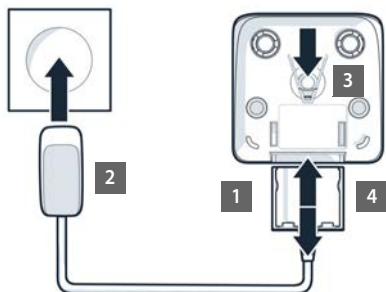
The display is protected by a plastic film. ► **Remove protective film!**

### 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 serious 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.

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## 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.

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## Set display language and country

Setting the language: ▶ Press the control key  until the desired language is shown on the display ▶ OK

Set country: ▶ Press the control key  until the desired country is shown on the display ▶ OK

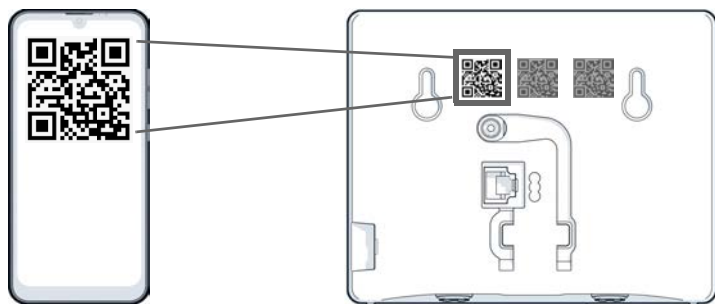
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## Registering a handset

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 smartphone or tablet.



or

- ▶ Open the browser on a mobile device or PC ▶ Enter [gigaset-config.com](http://gigaset-config.com) in the address line
- If multiple Gigaset devices are displayed: ▶ Select **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


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### Getting to know your telephone

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#### 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.

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#### 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 allows you to navigate the menus and entry fields, and also to call up specific functions depending on the situation.

In the following, the side of the control key that is to be pressed in the respective operating situation is marked with an arrow (up, down, right, left), e.g.  for "press the right side of the control key".

### In sleep mode

Open the main menu:


▶ Press 

### In idle status and during a call


Open the handset's local directory:

▶  **briefly press**

Open the phone's central directory:

▶  **Press and hold**

Open the list of handsets, internal call/consultation:

▶ Press 

Menu **Audio Settings**. Open to set volume, ringtones and notification tones:

▶ Press 

### Conversation ongoing

Mute microphone:

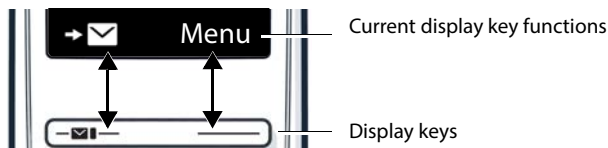
▶ Press 

Adjust the loudspeaker volume for earpiece and hands-free mode:







▶ 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

 <b>Menu</b>	Open main menu/submenu
 <b>OK</b>	Confirm menu function / save entry
 <b>Menu</b>	Back one menu level
 <b>OK</b>	Delete character by character to the left
 	Access the call list/message list

## Changing the display key assignment

The right display key is preassigned a **function** 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




## Menu navigation


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




- Open the main menu: ▶ In idle status, press the display key **Menu** or control key  on the right
- To open a submenu: ▶ Select submenu with  ▶ Confirm with **OK**
- Go back one menu level: ▶ Press display key  or: ▶ Press the end call key  **briefly**
- Activate/deactivate function: ▶ Select the function with  ▶ Press the display key **OK** ( = activated/  = deactivated)
- 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: ▶ Press the key **briefly** multiple times in succession
- Switch between lower case, upper case and number 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 
- Change input position: ▶ use  to move the position of the cursor
- Delete characters in front of the cursor: ▶  Press **briefly**



## Using the web user interface

The web user interface provides access to call lists, directories, messages and settings for the telephone via an Internet browser on your PC, tablet or smartphone.



Your telephone is connected to the local network.

### Starting the web user interface

- ▶ Open Internet browser
- ▶ Enter **www.gigaset-config.com** in the browser address field ... The login page is displayed  
If multiple Gigaset IP phones are available in your network, they are all displayed ▶ Select device ... The login page is displayed

or

- ▶ Enter the telephone IP address (without leading zeros) in the browser address field ... The login page is displayed

### Determining the telephone IP address

- ▶ **Briefly** press the paging key on the base station ... The IP address is displayed on registered handsets

You can also find the IP address in the network configurations of your router.

### Changing the language

The current language set is displayed on the login page and all other pages of the web user interface on the top right in the header next to the  icon.

- ▶ Click the icon ▶ Select language ... The selected language is loaded

### Logging in

- ▶ Enter password ▶ **Login** ... The web user interface starts, the **Overview** page is displayed

### Logging out

- ▶ On the top right in the header, click the  icon ▶ **Logout** ... The login page is displayed again

### Modifying your profile

#### Changing password for web user interface

- ▶ On the top right in the header, click the  icon ▶ **Profile** ▶ **Change Password** ▶ Enter current password ▶ Enter new password ▶ Repeat new password ▶ **Save**

## Overview page (dashboard) for web user interface

The dashboard is displayed when the web user interface is started. It consists of various graphic elements (widgets) with information about the operating status of telephone components and offers quick access to important functions and settings.

Open the dashboard from any operating situation in the web user interface:

- ▶ Click on the Gigaset logo in the header

or: ▶  Home ▶  Overview

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### System information

<b>Status list</b>	▶ Link to <b>System status</b> page
<b>New missed calls</b>	Number of new missed calls ▶ Link to <b>Missed call list</b>
<b>New voicemails</b>	Number of new voicemails ▶ Link to <b>Voicemail</b> page
<b>Devices</b>	Number of devices registered on telephone ▶ Link to <b>Phone devices</b> page
<b>VoIP connections</b>	Number of registered connections ▶ Link to <b>Connections</b> page
<b>Firmware Version</b>	Version of the firmware currently installed ▶ Link to <b>Update &amp; Restore</b> page
<b>Uptime</b>	Time since last system start (days, hours, minutes) ▶ Link to <b>System status</b> page

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### Calling numbers

Initiate call using keypad


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### Call list


List of last incoming, outgoing and missed calls with name (if known) or phone number, date and time and icon for call type.


 Missed calls       Accepted calls       Outgoing calls

Opening the **All** call list: ▶ Click **Call list**

Save a phone number to the directory: ▶ Next to the entry, click  ▶ **Save No. ...** A form opens for you to create a new directory entry

Block a phone number: ▶ Next to the entry, click  ▶ **Block Nr. ...** The phone number is entered in the black list, calls with this phone number are no longer put through


Delete entry: ▶ Next to the entry, click  ▶ **Delete**

Delete list: ▶ Next to an entry, click  ▶ **Delete list**

## Call divert rules

Displays the current configured call divert rules.

Enable/disable call divert:





- ▶ Click on the switch next to the entry ( = enabled)


Set up call divert:

- ▶ Click on **Call divert rules** in the header ... The **Settings – Call diverts** page opens

## Wizards

Wizards take you step-by-step through the configuration of important telephone components. The following wizards are available:

	<b>DECT device</b>	Register DECT handset on telephone
	<b>DECT repeater</b>	Set up DECT repeater to extend range
	<b>SIP Connection</b>	Set up telephony connections
	<b>Call divert rule</b>	Define call divert rules

- ▶ Open web user interface ▶ At the bottom in the navigation bar, click  ▶ **Wizards** ▶ Select wizard

The wizard performs the required steps.

<b>Next</b>	To the next step
<b>Back</b>	Back to the last step without adopting the settings
<b>Cancel</b>	Terminate the wizard
<b>Finish</b>	Close the wizard, adopt settings



Wizards are opened automatically for corresponding configuration tasks.

## 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 telephone is connected to the local network.

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

At least one handset has been 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

From the central directory (base station 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

## Dialling from a call list

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

- ▶ Press Display key ▶ Select call list ▶ **OK** ▶ Select entry ▶ Press Talk 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 **2** to **9** 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:

- ▶  ▶ **Call Manager** ▶ **OK** ▶ **One Touch Call** ▶ **OK** ▶ **Activation** ▶ **OK** ▶  enter the number or use  to take it from the directory ▶ **OK**

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 from the web user interface

- ▶ Open the web user interface ▶  **Home** ▶ On the page **Overview** enter the number using the keypad ▶ Click  ... The call is initiated on the default phone device, the handset rings

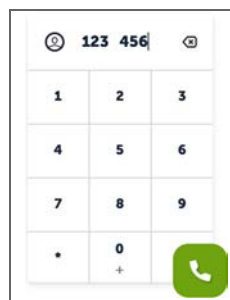
Delete number in entry field: ▶ 

Making a call: ▶  Press the Talk key on the handset

Ending a call: ▶ Click 



Only one call can be managed at a time. You can manage calls with multiple participants (callbacks, alternating, conference, ...) 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: ▶ **Menu ▶ Mute** . . . The call can continue to be accepted while 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 off/on

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 off: the following icon is shown on 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.

#### Activating/deactivating time control

▶  ▶ Call Manager ▶ OK ▶ Time Control ▶ OK ▶ Activation ▶ OK  = activated)

#### Setting the time period

▶  ▶ Call Manager ▶ OK ▶ Time Control ▶ OK ▶ Settings ▶ OK ▶ Off from:  Enter the 4-digit time ▶ OK ▶ Off until:  Enter the 4-digit time ▶ OK

#### Permitting/preventing VIP calls

Determine whether calls from subscribers marked as VIP contacts in the phone book are also suppressed when time control is activated.

▶  ▶ Call Manager ▶ OK ▶ Time Control ▶ OK ▶ Suppress VIP Calls ▶ OK  = activated)





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

---

## Permit/prevent call waiting

When the function is enabled during a call, an incoming call is signalled by a call waiting tone.

### In web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **Call waiting** ... The registered phone devices are listed under **Call waiting** ▶ Enable/disable call waiting with the checkbox ( = enabled) ▶ **Save**

---

## Protection from anonymous calls

### In web user interface

If the function is enabled in the web user interface, calls without number transmission to all handsets are blocked.

- ▶  **Home** ▶  **Contacts** ▶ **Blocking list** ▶ **Block anonymous caller** ▶ Enable/disable the function with the switch ( = enabled)

### On the handset

If the function is enabled on the handset, the handset does not ring for calls without number transmission.

- ▶  **Call Manager** ▶ **OK** ▶ **Mute Anonym. Calls** ▶ **OK** ( = enabled)



---

## During a call

---

### Changing the volume

Applies to the current mode being used (hands-free, earpiece or headset, if available):

▶  Press ▶  Set volume ▶ **Accept**




The setting is automatically saved after around 3 seconds, even if **Accept** 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 

or: ▶ **End**

---

## Telephoning 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 conversation. The call is signalled on the display and by the Call Waiting tone.

Accepting a call:

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

Rejecting a call: ▶ **Reject**



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

---

### Permit/prevent call waiting

When the function is enabled during a call, an incoming call is signalled by a call waiting tone.


**In web user interface**

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **Call waiting** ... The registered phone devices are listed under **Call waiting** ▶ Enable/disable call waiting with the checkbox ( = enabled) ▶ **Save**

---

### Consultation calls


You are on a call and you would like to call another participant.

- ▶  ▶ **External Call** ▶ **OK** ... the current call is put on hold, the participant hears music on hold
- ▶ Initiate a consultation call from 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:

- ▶  ▶  **End Active Call** ... the active call is ended, the call on hold is activated

or: ▶ Press the end call key  ... both calls are ended

or: The **active** participant ends the call.

- ▶  ... 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.

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




Ending a conference call: ▶ **Cancel**


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 marked with < ▶  
 ▶  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:

- ▶ **Menu** ▶  **End Active Call** ▶ **OK**

## Call divert

Incoming calls are diverted to another line. You can set up call divert for devices and connections.

You can also set up overall call divert rules that apply to multiple devices and connections and at certain times, e.g. all incoming calls for a line are to be diverted to another line from 18:00 onwards.

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

The following call diverts are possible:





Always	Calls are diverted immediately
When busy	Calls are diverted if the line is busy.
If no answer	Calls are diverted if there is no answer after a defined period of time.



If you need an individual announcement for call divert, you must record this beforehand. Otherwise, the default announcement will be used.

## Editing call divert in web user interface

### Setting up call divert

- ▶  **Settings** ▶  **Telephony** ▶ **Call diverts** ▶ Next to a device or connection, click  ▶ Enable the required call divert (**Always** / **On Busy** / **When no answer**) with the switch ( = enabled) ... The **Target** list shows suitable divert destinations ▶ Select destination (**Phone number** / **DECT handset**) ▶ Enter number depending on selected destination or select from list

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

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





Save the settings:

- ▶ **Save** ... Call divert is listed under **Settings – Telephony – Call divert**





Call diverts for connections are shown in the display for the affected handsets if the handsets support this function.

### Enabling/disabling and editing call divert

- ▶  **Settings** ▶  **Telephony** ▶ **Call diverts** ▶ Next to a device or connection, click  ▶ Enable/disable the required call divert (**Always** / **When busy** / **When no answer**) with the switch ( = enabled) ▶ If necessary, change the **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 divert rule is enabled, an incoming call will be handled immediately in accordance with the rule and not put through to the relevant terminals.

- ▶  **Settings** ▶  **Telephony** ▶ **Call diverts** ... The rules that have been 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 starts ▶ Follow the wizard instructions

- ▶ Define name and mode for the rule

<b>Name</b>	Rule name to be displayed in the list
<b>Mode</b>	How is the rule to be enabled?
	<b>Scheduled</b> Call divert is turned on and off automatically at set times.
	<b>Manual</b> Call divert is turned on and off manually as necessary.

With **Scheduled** mode: ▶ Set up schedule

- ▶ Define the times when the rule is to apply using the timeline
- or: ▶ Click + **Time** and select the times for each day
- ▶ Drag the devices and connections (phone numbers) to which this rule is to apply from the **Available devices and connections** list up to the **Active devices and connections** list
- ▶ Define the mode and destination for call divert




<b>Announcement &amp; target</b>	The caller hears an announcement and is then diverted to a phone number. <ul style="list-style-type: none"> <li>▶ Select the required announcement from the list</li> <li>▶ Select the name/internal phone number of a phone device, call group or answering machine or enter <b>External phone number</b></li> </ul>
<b>Announcement</b>	The caller hears an announcement and then the connection is terminated. <ul style="list-style-type: none"> <li>▶ Select the required announcement from the list</li> </ul>
<b>Target</b>	The call is diverted to a different internal or external phone number. <ul style="list-style-type: none"> <li>▶ Select the name/internal phone number of a phone device, call group or answering machine or enter <b>External phone number</b></li> </ul>






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

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

## Enabling/disabling call divert rules



- ▶  **Settings** ▶  **Telephony** ▶ **Call diverts** ▶ **Call divert rules** ... The call divert rules that have been set up are displayed ▶ Enable/disable the call divert rule with the switch ( = enabled)


or: on the dashboard

- ▶  **Home** ▶  **Overview** ... The rules that have been set up are displayed under **Call divert rules** ▶ Enable/disable the call divert rule with the switch ( = enabled)


## Editing call divert on the handset

On the handset, you can set up and activate/deactivate call diverts (call forwarding) 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 ▶ **Menu** ▶ **Call Divert** ▶ **OK** ▶  Select the type of call forwarding: **All Calls** / **When busy** / **No Answer** ▶ **OK**

**Activation:** ▶ **OK** ( = activated)

**Number:** ▶  Enter the number ▶ **OK**

or: ▶  Transfer a number from a directory

Delay time when selecting **No Answer**:



- ▶  **Delay** ▶ **OK** ▶  Select time period ▶ **OK** ( = activated)

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

# Call and message lists

## Call lists



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

<b>All calls</b>	All outgoing, accepted and missed calls.
<b>Outgoing calls</b>	Last selected numbers (redial list).
<b>Accepted calls</b>	Calls that were accepted.
<b>Missed calls</b>	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 in 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 lists in web user interface

- ▶  Home ▶  Overview ▶ In the selection menu under **Call list** select the terminal whose call list you want to display ... The calls on the selected terminal are listed with the name or phone 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 required list in 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 phone 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 ▶ Select the required list if necessary ▶ Select the required handset for the call ▶ Click the phone number in the entry


or: ▶ Next to the entry, tap  ▶ **Direct call**

... The handset rings ▶ Press the Talk key  ... The phone number is dialled

---

## Copying a number to the directory


Adding a phone number as a new contact in the central directory.

▶ Open the call list ▶ Select the required list if necessary ▶ Next to the entry, tap  ▶ **Save No.** ▶ Select **Central contacts** ▶ Create entry ▶ **Save**

---


## Blocking a phone number

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

▶ Open the call list ▶ Select the required list if necessary ▶ Next to the entry, tap  ▶ **Block Nr.** ▶ Confirm with **Ok** ... The phone number is transferred to the black list

---

## Deleting entries

▶ Open the call list ▶ Select the required list if necessary ▶ Next to the entry, click 



Delete an entry: ▶ **Delete** ▶ Confirm with **Ok**

Delete all entries: ▶ **Delete list** ▶ Confirm with **Ok**



## Editing a call list on the handset

### Opening the call list

- ▶ Press Display key  ▶  Select list type (**All Calls / Missed Calls / Accepted Calls / Outgoing Calls**) ▶ OK

The number of entries is displayed for each type of list, and for the list **Missed Calls** the number of entries that have not yet been viewed is also displayed (e.g. 02+04).

### 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
- Time and date of the call

Show number/name for an entry:

- ▶ Open call list ▶  Select list ▶ OK ▶  Select entry ▶ Menu ▶ Show Number / Show Name ▶ OK

### Edit call list

- ▶ Open call list ▶  Select list ▶ OK ▶  Select entry ▶ Menu ...

### 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 ▶ Local Handset Directory / Basestation 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.

- ▶ Copy to Blocklist ▶ OK


### Deleting entries

Deleting an entry: ▶ Delete Entry ▶ OK

Delete all entries: ▶ Delete List ▶ OK ▶ Confirm action with OK

## Message Centre (MWI)


The telephone gives you quick access with a single key press to missed calls and new voicemails (MWI = Message Waiting Indicator).

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

Icons in the display indicate that new messages have been received.

New missed calls:  + number



New voicemails:  + number

 Only one answering machine can be assigned to the Message key. They are assigned in device settings in the web user interface.

## Displaying messages

### On the handset

The Message key flashes.

- ▶ Press the Message key  ... Message and call lists are displayed ▶  Select the required list (**Missed Calls** / **Voice Mail** / **Network Mailbox**) ▶ **OK** ... The calls/messages are listed

### In web user interface

Under **Status list** on the dashboard, the number of new missed calls and new messages is coloured orange.

- ▶  **Home** ▶  **Overview**

Missed calls: ▶ Under **Status list** click **New missed calls** ... The **Missed** list is displayed

New voicemails: ▶ Under **Status list** click **New voicemails** ... The **Voice-mails** list is displayed

### Opening message lists via the menu

-  **Home** ▶  **Messages** ▶ **Call list / Voicemail**





## Directories

The telephone makes various directories available. The directories can be accessed via the display on the registered handsets and the web user interface.




Local directory	Directory for registered handsets.
Central directory (Base station directory)	Shared directory for the base station, available on all HX handsets. It can be edited on the handsets and in the web user interface.
More directories	Directories made available via other providers, e.g. Google contacts or Microsoft Office. Access to these directories must be set up and released in the web user interface.

## 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
- or: ▶  ▶ Directory ▶ OK ▶  Local Handset Directory / Basestation Directory ▶ OK

### Searching contacts

- ▶  scroll to the required contact
- or:
- ▶  Enter the first few letters of the first or last name ... when entries are found that match the input, they are displayed ▶  Select the required contact

### Create new contact (local directory)

An entry contains the name and a phone number.

- ▶  briefly press ▶ Menu ▶ New Entry ▶ OK ▶  Enter number ▶ OK ▶  Enter name ▶ OK



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.

## Create new contact (central directory)

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

- ▶ Press and hold ▶ **Menu** ▶ **New Entry** ▶ **OK** ▶ Enter first name ▶ **OK** ▶ Enter last name ▶ **OK** ▶ Select number type (**Home, Mobile, Office**) ▶ **OK** ▶ Number ▶ **OK** ▶ Answer prompt **Add another number?** with **Yes** or **No** ▶ If necessary, enter other numbers

## Mark the contact in the local directory as VIP

Any existing entry in the handset directory can be marked as a VIP contact. VIP contacts are assigned their own ringtones and are displayed in the directory and with the icon when a call is made.

Creating a VIP entry:

- ▶ Open directory ▶ Select entry ▶ **Menu** ▶ **VIP Caller Melody** ▶ **OK** ( = enabled) ▶ Select ringtone ▶ **OK** ( = selected)

Reset VIP marking: ▶ as ringtone, select **No Melody**

## Edit contact information

- ▶ Open directory ▶ Select contact ▶ **Menu** ▶ **Edit Entry** ▶ **OK** ▶ Delete with character ▶ Change entry with ▶ **OK**

## Assigning speed dial keys

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

- ▶ Open directory ▶ Select entry ▶ **Menu** ▶ **Shortcut** ▶ **OK** ▶ Select key ▶ **OK** ( = selected)

Clearing a key assignment:

- ▶ Open directory ▶ Select an entry assigned to any speed dial key ▶ **Menu** ▶ **Shortcut** ▶ **OK** ▶ **No Shortcut** ▶ **OK** ( = selected)



---

## Copy contacts from local to central directory

▶  Open directory ▶  Select contact ▶ **Menu**

Send entry: ▶ **Send Entry** ▶ **OK** ▶ **to Basestation Directory** ▶ **OK** ... the entry is sent

Send another entry: ▶ **OK**

End a transfer: ▶  or press the End call key 

Send list: ▶ **Send List** ▶ **OK** ▶ **to Basestation Directory** ▶ **OK** ... All contacts are transferred to the central directory

Receive list: ▶ **Receive List** ▶ **OK** ▶ **from Basestation Directory** ▶ **OK** ... all contacts from the central directory are transferred to the central directory

---

## Deleting a contact

▶  Open directory ▶  Delete contact ▶  **Menu**

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

Delete list: ▶ **Delete List** ▶ **OK** ▶ Confirm the process with **OK** ... All contacts will be deleted

## Contacts in the web user interface

### Opening a directory

- ▶  Home ▶  Contacts ▶ Central contacts



By default, the entries are sorted alphabetically by surname. You can change the sorting order under **Settings ▶ Contacts**.

The first 10 contacts are displayed in a table. More pages are created if there are more contacts. Scroll through directory:

- ▶ Move through the pages by using the scroll element on the bottom right. < 1 2 >

Change number of contacts displayed on a page:

- ▶ Select the number of entries you want by using the selection element on the bottom left.

10 ▼

### Creating a new contact

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

- ▶ Select number type (**Home / Mobile / Office**) ▶ Enter phone number

Enter more phone numbers:




- ▶ **Add number ...** An additional entry field is inserted for a phone number ▶ Select number type ▶ Enter phone number
- ▶ **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.

### Editing contact information

- ▶  Home ▶  Contacts ▶ Central contacts ▶ Next to the entry, tap  ▶ **Edit** ▶ Make changes as required ▶ **Save**

### Downloading a contact




Download contacts in JSON format and save on a computer:

- ▶  Home ▶  Contacts ▶ Central contacts ▶ Next to the entry, tap  ▶ **Download** ▶ In the file selection system dialogue field, select the location where the directory is to be saved and 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 when downloading, deleting

To select multiple or all contacts at the same time for downloading or deletion:



- Multiple: ▶ Check the box on the left next to the contacts  = selected)
- All: ▶ Arrow in table header **Select all**
- All on page: ▶ Arrow in table header **Select whole page**
- ▶ Click the **Download** or **Delete** function in the header

# Settings for directories

## Changing the sorting order


Directory entries can be sorted by first name or surname.

### In web user interface

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

## Select the preferred directory

The preferred directory is the directory,

- opened by tapping the control key 
- in which a search is performed for the right name for a phone number (such as for an incoming call for showing on the display or when transferring a call to a list)

The preferred directory is the local directory by default.

Change the preferred directory on the handset:

- ▶  ▶ Directory ▶ OK ▶ Preferred Directory ▶  Local Handset Directory / Basestation Directory ▶ OK ( = selected)

## Saving/importing directory

Save contacts as JSON file or import them from this file.

### In web user interface

▶  **Settings** ▶  **Contacts** ▶ **Contacts** ▶ in **Central contacts**

Save: ▶ **Save contacts** ▶ In the file selection system dialogue field, select the location where the directory is to be saved and change the file name if necessary.

Importing: ▶ **Browse** ▶ Select the saved directory in the computer file system

When importing,



- Contacts with identical first names and surnames will be overwritten. If only one name is identical, a new contact will be created.
- Phone numbers will be completed.

## Setting up more directories

Alongside the local and central directory, more directories can be offered on the Gigaset A690/AS690A IP BASE.

### Google contacts / contacts from Microsoft 365

Make contacts from a Google or Microsoft account available in the web user interface. To do this, generate an activation code that is linked to the user account on the provider's device page.

▶  **Settings** ▶  **Contacts** ▶ **Google contacts / Microsoft 365** ▶ Click **Generate activation code** ... The activation code is generated and displayed, the code is valid for 30 minutes

▶ Click on the link to the Google or Microsoft device page ▶ Enter the activation code ▶ **Next** ▶ Log in to your Google or Microsoft account or create a new account ... Authentication is checked and the link is made once authentication is successful



Access to existing contacts is read-only. You cannot edit or delete contacts. New contacts can be created and further edited in the Google or Microsoft account.

Contacts can be copied into the central directory.

Synchronisation with the platform is carried out every 15 minutes.



# Answering machine and announcements

## Answering machines



The telephone makes three local answering machines available. You can also enable network answering machines for configured connections if these are offered by the provider.


You can listen to voicemails on the handsets and via the web user interface.

## Local answering machines

Local answering machines are configured in the web user interface and assigned to handsets. They can be enable and disabled here.

### In web user interface





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

<b>Name</b>	Answering machine name; you can select any.
<b>Internal No.</b>	Internal phone number of answering machine
<b>Mode</b>	<p><b>Recording</b> The caller hears an announcement and can then leave a message.</p> <p><b>Advisory</b> The caller hears an announcement.</p> <p><b>Scheduler</b> The answering machine switches between <b>Recording</b> and <b>Advisory</b> mode at pre-determined times.</p>
<b>Number assignment</b>	Phone numbers assigned to the answering machine.
<b>Activation</b>	Answering machine enabled/disabled (  = enabled)

Changing the settings: ▶ Click  ▶ Change settings ▶ **Save**

## Configuring the answering machine

### In web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Voicemails** ▶ Next to the answering machine, click 
- ▶ Enter the name for the answering machine that is to be displayed in the list (max. 32 characters)
- ▶ If a PIN is to be entered to listen to voicemails on the telephone ▶ Enable the **Enable PIN** option ( = enabled)
- ▶ Select which answering machine mode to use: **Recording** / **Advisory** / **Scheduler**

## Selecting announcements

You can select announcements for all modes. All announcements saved in the system and a default announcement will be offered.

If you have not recorded an announcement yet:

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

or

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

When you have recorded your announcements, go back to the **Voicemails** page.

Selecting an announcement:

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

Playing an announcement back:

- ▶ Next to the selected announcement, click  ... The announcement is played back over the computer speaker/headset

## Other settings

- ▶ For **Recording** mode: from the **Recording length** list, select the maximum message length (30 seconds - 5 minutes)
- ▶ From the **Ring delay** list, select the time interval after which the answering machine is to accept an incoming call (0 - 30 seconds)

## Creating a schedule for Scheduler mode

In addition to settings for announcements, recording time and delay, you can specify when the answering machine is to operate in **Recording** mode and when it is to operate in **Advisory** mode.

- ▶ Select **Recording** or **Advisory** mode
- ▶ Specify the times at which this mode is to be enabled using the timelines

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

Times when the **Recording** mode is enabled are displayed with a red bar and times when **Advisory** mode is enabled are displayed with a yellow bar.

## Assigning phone numbers to the answering machines

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

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



A handset can only be notified of new voicemails from **one** answering machine.

## Network answering machine

A network answering machine is a service offered by your phone provider. If the service is enabled, the provider will record voicemails for incoming calls via a connection that are not accepted. The messages can be checked on the telephones to which the connection is assigned.



If necessary, you can request a network answering machine from your provider.

### In web user interface

- ▶ **Settings** ▶ **Telephony** ▶ **Voicemails** ▶ **Network Voicemail Box** ... A network answering machine is entered for each configured connection ▶ Next to the entry, tap ▶ Enter the network answering machine phone number ▶ **Save**

## Assigning answering machines for MWI display

Gigaset A690/AS690A IP BASE can use multiple answering machines and receive MWI messages. Incoming MWI messages are indicated on the phones with the Message key .

Handsets always only receive messages for one answering machine. If multiple answering machine are assigned to these devices, the answering machine most recently set up is indicated on the device.

Check/change assignment:

- ▶ **Settings** ▶ **Telephony** ▶ **Phone devices** ▶ Next to the entry for the phone device, click ... Under **Message configuration (MWI)** you will see a list of the local and network answering machines that have been set up

The enabled answering machine is marked with

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

## Activating/deactivating answering machine

### In web user interface

- ▶ **Settings** ▶ **Telephony** ▶ **Voicemails** ... The available answering machines and network answering machines are displayed ▶ Enable/disable the answering machine with the switch ( = enabled)

## Listening to voicemails via the web user interface



At least one answering machine is configured and enabled.

- ▶ **Home** ▶ **Messages** ▶ **Voicemail** ... The voicemails on all answering machines are listed ▶ Click the symbol on the left next to the entry ... The message is played back over the computer speaker

### New messages

Under **Status list – New voicemails** the number of new voicemails is displayed. The display is orange if there are new voicemails.

- ▶ Tap **New voicemails** ... The message list for the web user interface opens

### Actions for voicemails

#### In web user interface

- ▶ **Home** ▶ **Messages** ▶ **Voicemail** ... The list of voicemails on all answering machines opens

Listen:

- ▶ Tap the icon next to the voicemail

Stop listening: ▶

Save a phone number to the directory:

- ▶ Click ▶ **New contact** ▶ **Central contacts** ▶ Create entry

Transfer a phone number to the black list:

- ▶ Click ▶ **Block** ▶ Confirm with **Ok** ... Calls from this phone number will no longer be put through

Delete 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  ▶ **Answering Machine** ▶ OK

From the menu: ▶  ▶ **Answering Machine** ▶ OK ▶ **Play Messages** ▶ OK

### Playing back network mailbox messages

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

From the menu: ▶  ▶ **Answering Machine** ▶ 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

End playback: ▶ **End** ... the handset goes back to idle status


Initiate consultation call: ▶ **Menu** ▶ **External Call** ▶ OK ... 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: ▶ **Menu** ▶ **Volume** ▶ OK ▶  Set the volume ▶ OK

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



Resume playback: ▶ 

Transfer phone number to blocked list: ▶ **Menu** ▶ **Copy to Blocklist** ▶ OK ... transfer the number to the blocked list, the playback is continued


## Announcements

Upload or record your own announcements for answering machines and call divert.

### In web user interface

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

Playing back the announcement: ▶ Click  next to the entry ... The announcement is played back over the telephone speaker ▶ Stop with 

Changing the announcement name: ▶ Next to the entry, click  ▶ Enter the new name ▶ **Save**

Delete announcement: ▶ Next to the entry, click  ▶ Confirm with **Ok**

Loading voice file:





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

- ▶ Drag the voice file from your computer file system into the area next to **Upload file** ▶ **Upload announcement**

or: ▶ **Browse file** ▶ Select file from file system ▶ **Upload announcement**

If you have uploaded your own voice files, the storage space used will be displayed next to **Memory**.

Recording an announcement:

- ▶ Select the handset you want to use to record the announcement from the list ▶ Click **Start recording** ▶ **OK** ... The handset rings ▶ Press the Talk key  ▶ Record the announcement ▶ End the announcement with  ... The announcement is entered in the list of announcements, the recording date and time are used as the name

## Additional functions

### Alarm clock



Date and time have been set.

### Switching the alarm clock on and off

- ▶ ▶ Alarm Clock ▶ OK ▶ Activation ▶ OK (☑ = activated) ▶ Enter wake-up time in hours and minutes ▶ OK

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



If there are new messages (MWI), these overlay the display of the activated alarm clock.

### Setting/changing the wake-up time

- ▶ ▶ Alarm Clock ▶ OK ▶ Wake-up Time ▶ OK ▶ Enter the wake-up time in hours and minutes ▶ OK

Select when the alarm should be active, daily or only on weekdays.

- ▶ ▶ Alarm Clock ▶ OK ▶ Occurrence ▶ OK ▶ Daily / Monday- Friday selection ▶ OK

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

A wake-up call is shown on the display and signalled with the ringtone set for the alarm.

To switch off the alarm: ▶ **Off** ... the alarm is switched off for 24 hours

Repeat alarm (snooze mode): ▶ Press **Later** or any key ... the display shows **Snooze**, the alarm is repeated after five minutes

## Baby monitor (room monitor)

When the baby monitor is switched on, the stored external phone numbers or all handsets registered to the phone (internal) are 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.

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

▶ **Menu** ▶  **Baby Monitor** ▶ **OK**

Activate/deactivate: ▶ **Activation** ▶ **OK** ( = switched on) . . . if a phone number to call is already entered, the baby monitor is activated immediately

Enter destination: ▶ Select  **Call Target** ▶ **OK** ▶  **Internal** or **External Call** ▶ **OK** ▶ for **External Call** enter phone number ▶ **OK**

Activate/deactivate intercom function:

▶  **Two-Way Talk** ▶ **OK** ( = activated)


**Baby Monitor** and the number to call are displayed when the baby monitor is activated and in idle status.



---

## Deactivate baby monitor/cancel alarm

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

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



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## 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.

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### Editing black lists in web user interface



Blocking phone numbers for incoming or outgoing calls.

<b>Incoming calls</b>	Blocked phone numbers will no longer be put through to extensions.
<b>Outgoing calls</b>	Blocked phone numbers can no longer be called.

---

### Managing black lists


#### In web user interface

- ▶  **Home** ▶  **Contacts** ▶ **Blocking list . . .** Blocked phone numbers are sorted numerically in lists with comments

Select the required black list:

- ▶ Click **Incoming calls** or **Outgoing calls**

Filtering lists:

- ▶ Enter filter criteria in the **Filter by number or comment** text field
  - By phone number: Enter the first digits of the phone numbers
  - By comment: Enter the letters that appear in the comment
- ▶ Click  . . . Only matching entries are displayed

Change entry comment:



- ▶ Next to the entry, click  ▶ **Change comment** ▶ **Save**

Removing a phone number from the black list:

- ▶ Next to the entry, click  ▶ Confirm with **Ok**

## Entering a phone number in the black list




### In web user interface

- ▶  Home ▶  Contacts ▶ **Blocking list** ▶ **Add** ▶ Select whether the block is to apply to **Incoming calls** or **Outgoing calls** ▶ Enter phone number ▶ Enter comment for block ▶ **Save** ... The block is entered in the black list

## Transferring phone numbers from call and message lists

Transferring phone numbers from a call list or list of voicemails to the black list.

### In web user interface

- ▶  Home ▶  Messages ▶ **Call list / Voicemail** ▶ Next to the entry, tap  ▶ **Block Nr.** ▶ Confirm with **Ok** ... The phone number is copied to the black list




## Setting the black list for the handset

You can enter up to 32 numbers in a black list. When the black list is enabled, calls from black list numbers are not signalled acoustically.



### Activating/deactivating the black list

- ▶  ▶ **Call Manager** ▶ **OK** ▶ **Blocklist** ▶ **OK** ▶ **Activation** ▶ **OK** ( = activated)

### Creating an entry

- ▶  ▶ **Call Manager** ▶ **OK** ▶ **Blocklist** ▶ **OK** ▶ **Blocked Numbers** ▶ **OK**
  - List empty: ▶ Confirm prompt **No entries. New entry?** with **OK**
  - List not empty: ▶ **Menu** ▶ **New Entry** ▶ **OK**
- ▶ **Blocked Number:**  Enter number ▶ **OK** ▶ **Name:**  Enter name ▶ **OK**

### Displaying/editing the black list

- ▶  ▶ **Call Manager** ▶ **OK** ▶ **Blocklist** ▶ **OK** ▶ **Blocked Numbers** ▶ **OK** ... the list of blocked numbers is displayed ▶ use  to scroll through the list

The entries are displayed with names (if available), date and time of entry.

- Display number: ▶ **Menu** ▶ **Show Number** ▶ **OK**
- Edit entry: ▶ **Menu** ▶ **Edit Entry** ▶ **OK**
- Delete entry: ▶ **Menu** ▶ **Delete Entry** ▶ **OK**
- Delete all entries: ▶ **Menu** ▶ **Delete List** ▶ **OK**

### Transferring a number from the call list to the black list

- ▶ Open call list: Press the Display key  ▶  Select desired call list ▶ OK ▶  Select entry ▶ Menu ▶ Copy to Blacklist ▶ OK



### Set rule for full black list

Specify what to do when the blacklist is full.

**Do not add new entries**                      The black list is retained. The new entry cannot be saved.



**Remove oldest entry**                        The new entry is saved, the oldest is deleted.

**Remove least used entry**                 The new entry is saved. The entry with the number least rejected by the blacklist will be deleted.

- ▶  ▶ Call Manager ▶ OK ▶ Blocklist ▶ OK ▶ Rule for Full List ▶ OK ▶  Select rule ▶ OK ( = selected)

### Show/do not show calls from blocked numbers in the display

Specify whether a call from a blocked number should be shown on the display (default setting) or not.

- ▶  ▶ Call Manager ▶ OK ▶ Blocklist ▶ OK ▶ Suppression Level ▶ OK ▶  Select Visual Only / Full Suppression ▶ OK ( = selected)

## Expanding the DECT network

For freedom of movement when making calls, you can register up to six cordless DECT handsets on Gigaset A690/AS690A IP BASE.

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

### Registering/de-registering a DECT handset




#### In web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ **Add** ▶ **DECT handset** ... The DECT registration wizard opens ▶ **Next**

The telephone goes into registration mode. The remaining registration time and registration PIN are displayed.

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

#### De-registering a DECT handset




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

#### Swap DECT handset

You can replace a handset with another one if you need to swap a handset. All settings relating to the first handset will be maintained, only the DECT registration will change.

This function is also helpful if you have installed a back-up file, as some settings cannot be copied across when backing up the system (DECT registration, Google/Microsoft accounts).

#### In web user interface



- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ **DECT handsets** ▶ Next to the handset, click  ▶ **Replace device** ... The DECT replace wizard opens, a registration process starts
- ▶ Register a new DECT handset ▶ **Finish**

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

## Setting the registration PIN

The registration PIN must be entered during the registration process on the handset (default setting: 0000). You can change the registration PIN.

### In web user interface

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



## Registration process on the handset



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 **Registr.**

Handset already registered to a base:



- ▶  ▶ **Settings** ▶ **OK** ▶ **Registration** ▶ **OK** ▶ **Register Handset** ▶ **OK** ▶  Enter the system PIN if required ▶ **OK**

Once registration is complete, the handset returns to idle status. If not, repeat the procedure.








Some Gigaset bases or third-party bases/routers may not be fully compatible with the handset and not all functions will be displayed correctly. In this case, use the menu option **Legacy (GAP) Registration**. This guarantees correct displays on the handset, but can restrict some functions.

## De-registering a handset

- ▶  ▶ **Settings** ▶ **OK** ▶ **Registration** ▶ **OK** ▶ **Deregister Handset** ... the handset being used is marked with < ▶ **OK** ▶  select handset ▶ **OK** ▶ confirm with **OK**

## Change handset name

- ▶  ... the list of handsets is opened, your own handset is marked < ▶  select handset ▶ **Menu** ▶  **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 **Off** on the handset
  - or ▶ no action. The paging call will end automatically after a while.
- 

## Connecting a DECT repeater

A repeater increases the receiving range between the Gigaset handsets and the base station. You can register up to two Gigaset Repeater HX.

More information on Gigaset repeaters is available from the repeater user guide and  
 → [www.gigaset.com](http://www.gigaset.com).

### In web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ **Add** ▶ **DECT Repeater HX** ... The DECT repeater wizard starts ▶ Follow the instructions in the wizard

You can change the name of the repeater being set up if you wish.



Detailed information about the repeater registration process:

- User guide for your repeater

## ECO DECT

ECO DECT includes settings for the range and radiation in the DECT wireless network. When delivered, the device is configured in such a way that an optimal connection between the handset and the base station is guaranteed with as little radiation as possible. In idle mode, 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)

### Disabling radiation completely in idle mode

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

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 enabled:

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






In order 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 enabled, it is always enabled for all handsets.

If a handset is registered that does not support this feature, **Radiation-free** is automatically disabled. As soon as this handset is de-registered, the function will automatically be re-enabled.




## 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 ▶ OK ( = radiation deactivated)

## Settings on the handset

The telephone is preconfigured. Settings for the handset (e.g. ring tones, display settings, etc.) only apply to this handset. System settings (e.g. date and time, dialling codes, etc.) can be modified on the handset or via the Web user interface. They 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 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 and Time ▶ OK

Select time source: ▶ Master Time ▶ OK ▶ Manual / Network ▶ OK  
( = selected)

When selecting Manual: ▶ ▶ Set Date and Time ▶ OK

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

▶ Enter hours and minutes in 4-digit format ▶ OK

### Display language

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

If an incomprehensible language is set:

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

## Country

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



- ▶  ▶ Settings ▶ OK ▶ Country ▶ OK ▶  Select country ▶ OK ( = selected)

## 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

- ▶  Volume ▶  Set volume ▶ OK ... the setting is saved






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

#### In sleep mode



- ▶  Call Volume ▶ OK

or

- ▶  ▶ Audio Settings ▶ OK ▶ Call Volume ▶ OK ▶  Earpiece / Handsfree ▶  Set volume ▶ OK

### Tone quality

Change the tone quality of the receiver to how you want it.

- ▶  ▶ Audio Settings ▶ OK ▶ Acoustic Profile ▶ OK ▶  Low / High ▶ OK ( = selected)

---

## Ringtones





### Ringtone volume

Set the volume in 5 levels.

▶  ▶ **Audio Settings** ▶ OK ▶ **Ringer Volume** ▶ OK ▶  Set volume ▶ OK

### Ringtone melody

Set different ringtones for internal and external calls and the alarm.

▶  ▶ **Audio Settings** ▶ OK ▶ **Ringer Melody** ▶ OK ▶  **External Calls / Internal Calls / Alarm Clock** ▶  Select ringtone/melody in each case ▶ OK ( = selected)

---

## Advisory tones

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

▶  ▶ **Audio Settings** ▶ OK ▶  Select advisory tone ▶ OK ( = activated)

**Advisory Tones:** Confirmation/error tone after making entries, advisory tone when a new message has been received

**Battery Low:** Warning tone when there are fewer than 10 minutes of talk time remaining (every 60 seconds)

**Out-of-Range Warning:** 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 clock is available as a screensaver for displaying in sleep mode.

- ▶  ▶ Settings ▶ OK ▶ Display ▶ OK ▶ Screensaver ▶ OK ▶ Select  No Screensaver / Digital Clock ▶ OK ( = activated)


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 dial keys

Show large dial keys when dialling.

- ▶  ▶ Settings ▶ OK ▶ Display ▶ OK ▶ Larger Font ▶ OK ( = activated)

## Inverting the display colours



By default, the colour scheme of the display is white font on a black background. Inverting the colour scheme:

- ▶  ▶ Settings ▶ OK ▶ Display ▶ OK ▶ Inverse Colours ▶ OK ▶  Select level ▶ OK ( = 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 Control ▶ OK ▶  Select situation (Display On In Charger, Display On Out of Charg., Display Off During Calls) ▶ OK
- = activated)



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



## Display flashes when new messages are received

If activated, the receipt of a new message (missed call or new voicemail on the answering machine) is indicated by the display flashing.

- ▶  ▶ Settings ▶ OK ▶ Display ▶ OK ▶ Backlight Control ▶ OK ▶ Flash Display for Notifications ▶ OK ( = activated)

## Contrast

Adjust the display contrast on 9 levels.

- ▶  ▶ Settings ▶ OK ▶ Display ▶ OK ▶ Contrast ▶ OK ▶  Select level ▶ OK
- = selected)

## 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 ▶ OK ( = activated)




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

### Changing the name of a connection (line)

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

### 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 ▶  Select connection ▶ OK ▶ Assigned Handsets ▶ OK . . . all registered handsets are displayed ▶  Select handset ▶ OK ( = Handset is assigned)

## System

### Resetting the handset

Reset any individual settings and changes that you have made.

- ▶  ▶ Settings ▶ OK ▶ Telephony ▶ OK ▶ Reset Handset ▶ OK ▶ Confirm with OK ...  
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.


Automatically check whether there is new firmware:

- ▶  ▶ Settings ▶ OK ▶ Firmware Update ▶ Automatic Check ▶ OK  = activated)

If new firmware is available for the handset, a message to this effect is displayed.

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


### Start the firmware update manually

- ▶  ▶ Settings ▶ OK ▶ Firmware Update ▶ OK ▶ Update ... 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 ▶ Firmware 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 ▶ OK

---

## 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 ▶ Reset Base ▶ OK ▶ Confirm with OK

# 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 required 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 you are operating the phone

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

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

Set time manually:

▶ Disable function with switch ( = disabled)

▶ Set the date and time manually

Save the settings: ▶ **Save**

## Making/receiving calls

### Managing phone devices

Phone devices are DECT handsets or DECT repeaters.

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ... The registered phone devices are displayed in the **DECT handsets** and **DECT Repeater** areas with the following information:


<b>Name</b>	Internal name of the device. The name of your own device is set up during commissioning and displayed in the idle display header
<b>Internal No.</b>	Internal phone number of device
<b>Outgoing No.</b>	Phone number for outgoing calls
<b>Incoming No.</b>	Phone number(s) for incoming calls
<b>Firmware</b>	Firmware version currently installed on the device, if known

Add device user role:

- ▶ **Add** ... The **Devices** wizard starts ▶ Select device type ( **DECT handset** ) ▶ **Next**

Further configuration depends on the selected device type. The devices wizard performs all further steps. Follow the instructions on the screen.





Edit device: ▶ Next to the entry, click 

Delete device: ▶ Next to the entry, click  ▶ Confirm request with **Yes**

### Setting Message configuration (MWI)




(MWI = Message Waiting Indicator)

If the function is enabled, the Message key  flashes when a new voicemail is received. You can specify the answering machine for which new incoming voicemails are to be indicated with the Message key. You can perform this setting for DECT handsets. Only one answering machine can be configured for MWI in each case.

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ Next to the entry for a DECT handset, click  ... The local and network answering machines that have been set up are listed under **Message configuration (MWI)**
- ▶ 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

You need at least one VoIP account (connection) with an Internet telephony provider in order to make phone calls. This can be provided by a provider or a telephone system. You will receive access data for registration (username, registration name, password etc.).

At least one connection must be assigned to each phone device. Devices may have different connections for incoming and outgoing calls.

## Displaying connections

▶  **Settings** ▶  **Telephony** ▶ **Connections** ... Connections that have already been set up are listed with the following information:

<b>Name</b>	Name of connection; the connection name is defined when you set up the connection and can be changed.
<b>Provider</b>	Telephone provider that makes the connection available
<b>Phone numbers</b>	Phone numbers available for the connection
<b>Status</b>	Connection status ( <b>Registered/Not registered</b> )
<b>Activation</b>	 = connection is disabled/enabled You can disable a connection if you temporarily do not need it.



The registration status is updated dynamically.

If all data was entered correctly, it takes three to ten seconds for a line to be displayed as **Registered**.

## Adding a new connection

Gigaset offers provider profiles for setting up VoIP connections with basic parameters set appropriately for a provider. All you have to do is enter the access data. If there is no profile for your provider, you can carry out configuration manually.

Use the **SIP Connection** wizard to set up connections.





You will need the access data for a provider for IP telephony (username, registration name, password etc.).


▶  **Wizards** ▶ **SIP Connection**


or: ▶  **Settings** ▶  **Telephony** ▶ **Connections** ▶ **Add**

A wizard guides you step-by-step through all necessary configuration steps.

## Editing/deleting connections

▶  **Settings** ▶  **Telephony** ▶ **Connections** ... The connections that have been set up 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 default country is set in your system settings. The selection is used for country-specific settings. If you are operating the device in a different country, change the default.

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

### Updating firmware

You will receive a message if new firmware is available for the telephone.


In web user interface: in Widget **System status** on the dashboard

In web user interface

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

#### Running firmware update automatically

If the **Automatic firmware update** is enabled, a firmware update runs automatically when there is new firmware.

- ▶ Enable/disable **Automatic firmware update** with the switch ( = enabled)

#### Running firmware update manually

The currently installed firmware version is displayed.

- ▶ Click **Check** ... A check is carried out for more recent firmware

If there is new firmware: ▶ **Download and install firmware update**

#### Updating firmware with a file

You need a firmware file.

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

or: ▶ Click **Browse file** ▶ Select firmware file from file system ▶ **Upload** ... The file is loaded onto the phone ▶ **Update** ... Update starts



The firmware update can take several minutes. The telephone cannot be used during this process. Once the update is complete, the telephone enters idle mode.

---

## Saving and restoring settings

Save data from the telephone to the PC and restore it back to the telephone if necessary.

### In web user interface

- ▶  **Settings** ▶  **System** ▶ **Update & Restore** ▶ **Save & Restore**

Save and restore device settings:



- Save:
- ▶ Click **Download** ▶ Select save location in file system ▶ **Save ...**  
The information is saved as a ZIP file  
Default file name: settings.zip

- Restore:
- ▶ Drag the saved ZIP file from the file system into the area next to **Restore settings**

- or:
- ▶ **Browse file** ▶ Select the ZIP file in the file system ▶ **Open**

---

## Restarting the system

- ▶  **Settings** ▶  **System** ▶ **Reboot & Reset** ▶ Click **Reboot** ▶ Confirm request with **Reboot ...** The telephone restarts and is temporarily not ready for use

Once the process is completed, the login screen is displayed again, the telephone is in idle mode.

---

## Restoring telephone to default setting

- ▶  **Settings** ▶  **System** ▶ **Reboot & Reset** ▶ Click **Reset** ▶ Confirm request 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 your provider). You can specify that the area code is to be preselected automatically for all VoIP calls in the same local area and also for national long-distance calls. This means the code is added before all phone numbers that do not start with 0 – even when selecting phone numbers from a directory and other lists.

#### In web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Number handling** ▶ **Area codes**
- ▶ In the selection menu, select the country in which the telephone is to be used ... The international and national code will then be entered in the **Prefix** and **Area Code** fields

#### International

**Prefix** International code prefix. Value: max. 4 digits, 0-9

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

Example "Great Britain": **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 area (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 in a telephone system, you may need to dial an access code for external calls (e.g. "0"). If you save the access code in configuration, it will be prefixed automatically for each external call. The setting applies to all registered phone devices.

### In web user interface

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

Enter access code: ▶ Enter the access code set in the telephone system

Enable function: ▶ Enable function with switch ( = enabled)

Identify internal phone numbers: ▶ Select the amount of digits that are used for internal phone numbers from the **Length of internal numbers** menu

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



Save the settings: ▶ **Save**

## Dialling rules

You can use dialling rules to define which connection is to always be used to dial certain phone numbers.

### Managing dialling rules

#### In web user interface

▶  **Settings** ▶  **Telephony** ▶ **Dialing plans** ... The existing dialling rules are sorted by phone number in a list

#### Filtering lists:

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

By phone number: Enter the first digits of the phone numbers

By comment: Enter the letters that appear in the comment

▶ Click  ... Only matching entries are displayed

#### Edit dialling rule:

▶ Next to the entry, click  ▶ Change settings ▶ **Save**





#### Delete dialling rule:

▶ Next to the entry, click  ▶ Confirm with **Ok**







## Creating a new dialling rule

### In web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Dialling plans** ▶ **Add** ▶ Enter phone number ▶ Specify whether the code is to be prefixed to the phone number ( = enabled) ▶ Select the connection to be used to dial the phone number ▶ Enable dialling rule with switch ( = enabled) ▶ Enter description of dialling rule ▶ **Save** ... The dialling rule is entered in the list

## Enabling/disabling dialling rule

### In web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Dialling plans** ▶ Next to the entry, click  ▶ Enable/disable dialling rule with switch ( = enabled) ▶ **Save**


## Setting up STUN server

If you have downloaded the provider profile for your VoIP provider from the Gigaset configuration server, the settings for STUN are already preset (STUN = Session Traversal Utilities for NAT). The telephone can determine its public address using STUN. The telephone needs this address to receive caller voice data.

If your telephone is connected to a router with NAT (Network Address Translation) and/or a fire-wall, you may still need to change the settings so that your telephone is 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.

### In web user interface

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

**Activate STUN** ▶ Enable/disable function with switch ( = enabled)

**STUN server address** ▶ Enter the (fully qualified) DNS name or IP address of the STUN server in the Internet, followed by the port number (e.g. publicstun:3478)

Save the settings: ▶ **Save**



The STUN server is set up system-wide. To allow use for an external VoIP connection, you need to enable the **ICE support** function for the connection. This happens automatically for connections set up via provider profile. If necessary, contact your SIP provider for more information about how to set up a STUN server.

# Audio




## Voice quality

The voice quality for VoIP calls depends primarily on the codec used for the transfer and the available bandwidth of the network connection. A "better" codec (better voice quality) means more data needs to be transferred, i.e. it requires a network connection with a larger bandwidth.



You can change the tone quality by selecting the voice codecs your telephone should use and specifying the order in which the codecs are suggested when a VoIP connection is set up. The actual codec used will be negotiated by the transmitter and receiver when establishing the 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 create your own codec preference.

### In web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Audio** ▶ **Voice quality** ... The connections that have been set up are displayed with quality level and codecs used ▶ Next to the entry, click 
- ▶ Select the quality level 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 displayed as selected in the **Selected codecs** and **Available codecs** lists

<b>Selected codecs</b>	contains the codecs assigned to the quality level
<b>Available codecs</b>	contains the codecs that are available on the telephone, but that are not assigned to the quality level

- Removing a codec:
  - ▶ Next to the entry, click  ... The codec is moved from the **Selected codecs** list to the **Available codecs** list
- Adding a codec:
  - ▶ Next to the entry, click  ... The codec is moved from the **Available codecs** list to the **Selected codecs** list
- Changing the codec order:
  - ▶ Drag an entry in the **Selected codecs** list up or down
- Save the settings:
  - ▶ **Save**

## Ringtone selection

Tones (e.g. dialling tone, ringtone, busy tone or call waiting tone) vary from one country or region to another. By default, the selection is based on the country setting. You can change this setting.



The country is set using the system 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.

### In web user interface

- ▶ **Settings** ▶ **Telephony** ▶ **Audio** ▶ **Tone selection** ▶ From the **Tone scheme** selection menu, select the country whose tone scheme you want to use

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

## Provisioning

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

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

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

To do so, you need to set up your own provisioning server with an individual provisioning profile. For information about this, see → [wiki.gigaset.com](http://wiki.gigaset.com)

### In web user interface

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

Start provisioning: ▶ Click **Start**



Installing an incorrect provisioning profile may make the telephone unusable.



The provisioning profile for the Gigaset provisioning server is used as default. If you reset the telephone to factory settings, this profile will be re-installed.

## VoIP profile

When setting up connections, you can choose from various different provider profiles with default provider-specific settings.

Initiate automatic profile updating if any of the settings change.

### In web user interface

- ▶  Settings ▶  System ▶ VoIP profile ▶ Enable/disable the function with the switch  
 = enabled)

## Network

### Local network (LAN)

The telephone is integrated automatically into the local network by default. It connects the telephone to the network (e.g. via a router), the IP address is assigned automatically and further network settings are carried out.

If you need a different configuration for your network, please set this up manually.

### In web user interface

- ▶  Settings ▶  Network ▶ LAN ▶ LAN interface

### Carrying out manual network configuration

- |                               |   |
|-------------------------------|---|
| <b>IP address type</b>        | ▶ Select <b>Static</b>  |
| <b>IP address</b>             | ▶ Enter required IP address<br>This must be in the valid address range for the default gateway and subnet mask used.  |
| <b>Subnet mask</b>            | ▶ Enter the subnet mask used in the network<br>The subnet mask defines how many parts of the IP address are used to address the telephone and how many for the network. |
| <b>Standard gateway</b>       | ▶ Enter the IP address for the default gateway<br>This is normally a router or switch in the network.   |
| <b>Preferred DNS server</b>   | ▶ Enter the IP address of the DNS server used in the network<br>The DNS server assigns device names to the IP addresses.  |
| <b>Alternative DNS server</b> | Optional (in web user interface only):<br>▶ Enter the IP address of a second DNS server used in the network   |

## VLAN

VLAN (Virtual Local Area Network) divides a physical network into multiple virtual networks. Enable VLAN if your telephone is in a local network divided into virtual subnets. In a "tagged" VLAN, data packets are assigned to the individual subnets with tags (markings), including VLAN ID and VLAN priority. VLAN ID identifies the subnet. VLAN priority allows the prioritisation of various data, e.g. preferred transport of voice data.

Save the VLAN ID and VLAN priority of your network in the telephone configuration. Your VLAN provider will supply you with this data.

### In web user interface

- ▶  **Settings** ▶  **Network** ▶ **LAN** ▶ **VLAN** ▶ **Enable/disable VLAN tagging**  
(LAN = enabled; No = disabled)

### Other settings

- VLAN identifier (LAN)** ID of virtual network for LAN interface;  
permitted values: 0 – 4094.
- VLAN Priority (LAN)** VLAN priority of virtual network for LAN interface;  
permitted values: 0 – 7.

Save settings: ▶ **Save**






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

## Enabling/disabling Link Layer Discovery Protocol

The Link Layer Discovery Protocol (LLDP) allows devices from different providers to exchange information with directly connected nearby devices, e.g. for troubleshooting or network management. Enable LLDP if you have devices from different providers in your network.

### In web user interface



- ▶  **Settings** ▶  **Network** ▶ **LAN** ▶ **Enable/disable Link Layer Discovery Protocol (LLDP)**  
with switch (  = enabled) ▶ Enter value for **Packet intervals** (interval at which LLDP packets are to be sent) (default: 60 seconds)

## Quality of Service (QoS)

Tone quality depends on the priority of voice data in the network. You can prioritise VoIP data packets using the QoS log DiffServ (Differentiated Services). DiffServ defines a range of classes for services and various priority levels within these classes for which specific prioritisation processes are defined.

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

### In web user interface

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

Common values for VoIP (default setting):

- |     |    |   |
|-----|----|---|
| SIP | 34 | High service class for rapidly changing data flow (accelerated process)             |
| RTP | 46 | Highest service class for rapid forwarding of data packets (accelerated forwarding) |



Do not change these values without contacting your network operator beforehand. 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 user interface by entering a username and password.

#### In web user interface

- ▶  Settings ▶  Network ▶ Security ▶ HTTP authentication ▶ HTTP Digest - Username ▶ HTTP Digest - Password ▶ Save

### Managing certificates

The telephone 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 using the certificates. These certificates must be stored on the telephone.

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

## Server certificates


### In web user interface

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


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

**Type: Invalid**                The certificate is not confirmed by a trusted authority.

Display detailed certificate information:

- ▶ Next to the certificate name, click  ▶ **Details**

Delete certificate:

- ▶ Next to the certificate name, click  ▶ **Remove**

### Loading a new certificate

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

If you have uploaded additional certificates, the storage space used will be displayed next to **Memory usage**.

### Client certificate

For a client certificate, you need a private key file as well as a certificate file.

### In web user interface

- ▶  **Settings** ▶  **Network** ▶ **Security** ▶ **Client certificate** ... The certificates currently installed are listed ▶ Upload client certificate as shown above

Upload private key:

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



If the private key is password-protected, this will be displayed and can be changed if necessary.

---

## HTTP server

Configure access to the telephone web user interface.

### In web user interface

▶  Settings ▶  Network ▶ Advanced settings ▶ HTTP server ▶ Configure settings



<b>HTTP connection type</b>	How access to the web user interface is to be established: <b>HTTPS:</b> Only via secure connection <b>HTTP:</b> Only via unsecured connection <b>HTTP + HTTPS:</b> Both possible
<b>HTTP port</b>	Port used to establish the HTTP connection (default setting: 80)
<b>HTTPS port</b>	Port used to establish the HTTPS connection (default setting: 443)
<b>Automatic logout</b>	Time period after which a user is logged out automatically from the web user interface, if no entry is made
<b>Device name in network</b>	Name of telephone as used in the network; this name can differ from the telephone name specified in device settings
Save the settings:	▶ <b>Save</b>

---

## HTTP proxy server

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

### In web user interface

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

<b>Proxy server address</b>	IP address of HTTP proxy server
<b>Proxy server port</b>	Port used to establish the connection to the HTTP proxy
Save the settings:	▶ <b>Save</b>



# Status information and diagnostics

## System information

Display information about system configuration and status.

### In web user interface

#### ▶ Settings ▶ Service ▶ System status ▶ IP configuration

<b>Device name in the network</b>	The telephone's device name in the local network. This may differ from the internal name of the telephone shown on the display.
<b>LAN MAC address</b>	Hardware address of the telephone's LAN interface, 12 digits.
<b>LAN IP address</b>	The telephone's IP address in the local network
<b>RFPI</b>	Radio Fixed Part Identity of the base station. The RFPI is the unique identifier for a DECT system.
<b>MAC ID</b>	Consists of the 12-digit MAC address and a 4-digit code. Programmed by the manufacturer, enables unique identification for device for certain services, e.g. redirect (URL divert) or licensing.
<b>LAN port</b>	Technical specification of LAN connection, e.g. 100 MBit full duplex

#### ▶ Settings ▶ Service ▶ System status ▶ Software

<b>Firmware Version</b>	Firmware currently installed on the telephone
<b>Firmware Variant</b>	Firmware variant, usually: IP BASE
<b>Startups</b>	Number of start processes related to total operating time
<b>Reboots</b>	Number of start processes initiated with the Reboot function
<b>Total operating time</b>	Total device operating time since commissioning
<b>Operating time</b>	Operating time since last system start

#### ▶ Settings ▶ Service ▶ System status ▶ Date & Time

<b>Time</b>	Current time
<b>Date</b>	Current date
<b>Time server</b>	URL of time server in use
<b>Last synchronisation</b>	Date of last synchronisation of date and time with the time server

#### ▶ Settings ▶ Service ▶ System status ▶ Connection status

<b>Names of established connections</b>	Connection registration status with provider: <b>Registered / Not registered</b>
---	---

#### ▶ Settings ▶ Service ▶ System status ▶ Device status

<b>Name of phone devices set up</b>	Device registration status: <b>Registered / Not registered</b>
-------------------------------------	---



## Diagnostic tools

### System logs

#### Loading telephone system logs on a PC

During regular operation, the telephone saves information about selected telephone processes (events, configuration changes, errors) in system logs (SysLog). You can download these onto a PC for further use by service personnel.




##### In web user interface

- ▶  **Settings** ▶  **Service** ▶ **Diagnostics** ▶ **Download system logs** ▶ Click **Save to PC** ▶ Select save location in file system ▶ **Save** ... The information is saved as a ZIP file  
Default file name: diagnostics\_data.zip

#### Setting up system logging with Remote SysLog

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

##### In web user interface

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



System logs may also contain personal data, e.g. IP address.

### PCAP records

PCAP (Packet Capture) is a program you can use to record system activities for a set period of time for diagnostic purposes.



If using unencrypted SIP lines, voice data may also be included in PCAP records.

##### In web user interface

- ▶  **Settings** ▶  **Service** ▶ **Diagnostics** ▶ **PCAP logging**

Start recording: ▶ Click **Start**

Stop recording: ▶ Click **Stop**

Save record: ▶ **Download** ▶ Select save location in file system ▶ **Save** ... The information is saved as a ZIP file

Default file name:







pcap\_normal\_homeip\_<date+time>\_decrypted.zip

---

## Automatic restart

You can set up a regular automatic restart in order to limit the size of system logs. System logs will then be reset. When you restart, the old logs are archived up to a set size/number.

### In web user interface

- ▶  **Settings** ▶  **Service** ▶ **Diagnostics** ▶ **Reboot** ▶ Enable/disable automatic restart with the switch ( = enabled) ▶ Select date ( = selected) ▶ Use the  and  switches to set the time ▶ **Save**

---

## Support

The **Support** page contains important links, information about the software licences in use and data protection information.

### In web user interface

- ▶  **Settings** ▶  **Service** ▶ **Support**

Links to Gigaset Service Portal, user guides and Wiki:

- ▶ **Customer support**

Display open source licences used in the software:

- ▶ **Software licenses**

Display data protection information:

- ▶ **Data protection and Information security**

## Appendix

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### 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](http://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	Switzerland -----	0848 212 000
-----	local warranty card	Taiwan -----	02 266 24343
Indonesia-----	(62-21) 5673813	Turkey-----	Son kullanıcı için +90 212 888 6346
-----	(62-21) 888856000	Bayi için +90 212 888 6347	
Ireland -----	0818 200 033	Ukraine-----	+380-44-451-71-72
Italy -----	02.600.630.45	United Arab Emirates -----	+971 44504288
(Il numero è di tipo "urbano nazionale" e può essere		United Kingdom-----	020 36953111
chiamato da qualunque operatore di rete fissa o		USA -----	1-866 247-8758
mobile. Il costo della chiamata è inerente al proprio		-----	-tollfree
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.)			

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 Communications") 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 Communications. 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 Communications during the course of an exchange are transferred to the ownership of Gigaset Communications.
- 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 Communications. The warrantor is Gigaset Communications GmbH, Frankenstraße 2, D-46395 Bocholt.
- No further or different claims arising from this manufacturer's warranty will be accepted. Gigaset Communications 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 Communications reserves the right to charge the customer for an exchange or repair. Gigaset Communications 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](http://www.gigaset.com/service).

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# Manufacturer information

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## 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 Communications 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](http://www.gigaset.com/docs).

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

Gigaset Communications 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](http://www.gigaset.com/docs).

The importer's postal address is: Gigaset Communications UK Ltd., 2 White Friars Chester, CH1 NZ, United Kingdom

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.

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## 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](http://www.gigaset.com/privacy-policy)

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## Environment

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### Environmental management system

Further information on environmentally friendly products and processes is available on the Internet at [www.gigaset.com](http://www.gigaset.com).



Gigaset Communications 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.

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### Disposal

Batteries should not be disposed of in general household waste. Observe the local waste disposal regulations, details of which can be obtained from your local authority.

All electrical and electronic 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.

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### 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.

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### Contact with liquid

If the device comes into contact with liquid:

- 1 Unplug all cables from the device.
  - 2 **Remove the batteries and leave the battery compartment open.**
  - 3 Allow the liquid to drain from the device.
  - 4 Pat all parts dry.
  - 5 Place the device in a dry, warm place **for at least 72 hours (not in a microwave, oven etc.)** with the battery compartment open and the keypad facing down (if applicable).
  - 6 **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:	Nickel metal hydride (NiMH)
Size:	AAA (Micro, HR03)
Voltage:	1.2 V
Capacity:	400 - 1000 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)	180 / 110*
Talktime (hours)	12
Operating time for 1.5 h of calls per day (hours)	90 / 70*
Charging time in charging cradle (hours)	4.5

\* Function **No Radiation** deactivated / function **No Radiation** activated, no display lighting in idle status

### Power consumption of the handset in charging cradle

When charging:	approx. 2.10 W
To maintain the charge status:	approx. 1.30 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 air 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 50m in buildings, up to 300m outdoors

## Handset power adapter

Manufacturer	Salom Electric (Xiamen) Co. Ltd. Commercial register: 91350200612003878C 31 Building, Huli Industrial District, Xiamen, Fujian361006, P.R. China
	Salcomp (Shenzen) Co. Ltd. Commercial register: 91440300618932635P Salcomp Road, Furond Industrial Area, Xinqiao, Shajing, Baoan District, Shenzen 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

## Base power adapter

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 Baoqio Rd. Xindian Dist. New Taipei City 23145, Taiwan
Model ID	C783
Input voltage	230 V
Input alternating current frequency	50 Hz
Output voltage	12 V
Output current	1.3 A
Output power	15.6 W
Average efficiency during use	> 84.3 %
Efficiency at low load (10%)	> 80 %
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

	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x
<b>1</b> =	1	£	§	¥	¤										
<b>2</b>	a	b	c	2	ä	á	à	â	ã	ç					
<b>3</b>	d	e	f	3	ë	é	è	ê							
<b>4</b>	g	h	i	4	ï	í	ì	î							
<b>5</b>	j	k	l	5											
<b>6</b>	m	n	o	6	ö	ñ	ó	ò	õ	ö					
<b>7</b>	p	q	r	s	7	ß									
<b>8</b>	t	u	v	8	ü	ú	ù	û							
<b>9</b>	w	x	y	9	ÿ	ý	æ	ø	å						
<b>0</b> =	<sup>1)</sup> ↵	.	,	?	!	0	+	-	:	í	ì	"	'	;	_
<b>* =</b>	*	/	(	)	<	=	>	%							
<b># ↔</b>			#	@	\	&	§								

1) Space

# Menu overview

## Handset

Open main menu: ► Press display key **Menu** or control key 



### Alarm Clock

Activation	.....	→ p. 47
Wake-up Time	.....	→ p. 47
Occurrence	.....	→ p. 47



### Audio Settings

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### Answering Machine

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# Web user interface

▶ Open web user interface (→ p. 17)



<b>Home</b>
-------------

Overview
Contacts

Messages
----------

.....
Central contacts
Blocking list

Call list
Voicemail

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<b>Settings</b>
-----------------

Contacts
----------

Telephony
-----------

System
--------

Network
---------

Service
---------

Contacts
Google contacts
Microsoft 365

Phone devices
Connections
Call diverts
Number handling
Dialing plans
Advanced settings
Voicemails
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**Wizards**

Wizards overview

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