

# Gigaset QuickSync

Welcome to **Gigaset QuickSync**, the synchronisation software for linking data stored in your Gigaset phone with data in your PC.

Depending on your phone model, you can load data from your PC to your Gigaset and synchronise contacts with Microsoft Outlook, Microsoft Outlook Express, Windows Address Book (on Microsoft Windows XP), Windows Contacts (on Microsoft Windows Vista, Windows 7 and Windows 8) or Google Contacts.

The phone must be in idle status when transferring data.

You can also initiate outgoing calls and answer incoming calls using **Gigaset QuickSync**.

## Glossary

### Contacts

In **Microsoft Outlook**, contacts are managed in the e-mail address book. The address book is where you store the contact details of people and businesses you want to communicate with. E-mail addresses, postal addresses, multiple telephone numbers and other information about your contacts, e.g. birthdays or anniversaries, can be saved in the address book. In **Gigaset QuickSync** only the "First name", "Surname", "Home phone", "Office phone", "Mobile phone", "E-mail" and "Anniversary" can be transferred between your phone and the PC, see section entitled [Synchronisation - Introduction](#).

### Serial port

In PCs, serial ports that usually follow the RS232 specification are also called COM ports. Communication ports are used for connecting accessories such as mice, modems or other external devices.

### Synchronisation

Synchronisation is the process of linking data stored in two or more devices. During this process, data such as addresses and appointments are exchanged so that each device contains the most up-to-date information. This can be achieved using data cables or wirelessly e.g. via Bluetooth. The process requires a defined transfer protocol. Usually, a synchronisation program is used.

### Firmware update

Firmware update is the process of updating the software embedded in the device. This allows faults to be corrected and new functionalities to be added to devices. **Gigaset QuickSync** only supports Firmware update on selected Gigaset phone types. Please refer to your phone's user guide in order to see whether your phone's firmware can be updated.

### Telephony Mode

**Gigaset QuickSync** mode that enables the user to initiate outgoing calls and answer/reject incoming calls using the PC.

### Windows Telephony service

Provides computer telephony integration and enables PCs running Microsoft Windows to use the telephone services. It is used primarily to control modems, fixed line phones or IP-based voice connections. It is a prerequisite for using **Telephony Mode**. It is installed with Microsoft Windows by default.

### Gigaset QuickSync Telephony Provider

Part of **Gigaset QuickSync** responsible for communication with Windows Telephony service. It is a prerequisite for using Telephony Mode.

## Supported phones

**Gigaset QuickSync** supports the following Gigaset handsets:

- Gigaset SL78H
- Gigaset S79H
- Gigaset S800H
- Gigaset S810H
- Gigaset S820H
- Gigaset S910H
- Gigaset SL400H
- Gigaset SL910H

Phones with Latin (European), Cyrillic, Greek and Turkish scripts are supported.

**Gigaset QuickSync** also supports the following Gigaset devices:

- Gigaset DL500A
- Gigaset DX600A ISDN
- Gigaset DX800A all in one
- Gigaset DE310
- Gigaset DE410
- Gigaset DE700
- Gigaset DE900

## System requirements

### Hardware requirements

The following hardware requirements have to be met in order to run and use **Gigaset QuickSync** :

- PC or laptop compatible with supported operating system.
- One of the supported Gigaset phones, see [Supported phones](#) .
- Interface to connect phone to the computer:
  - Bluetooth adapter (modern phone, like SL78H),
  - USB cable (phones with ability to update firmware, like SL78H) or
  - Network connection (IP-enabled devices, like DX800A)

### Software requirements

**Gigaset QuickSync** runs on the following operating systems:

- Microsoft Windows XP SP3
- Microsoft Windows Vista SP2
- Microsoft Windows 7
- Microsoft Windows 8

The following software is required to run the application:

- Microsoft .NET Framework 2.0
- Microsoft Internet Explorer 5.5 or higher version

## "Device" Main window

When **Gigaset QuickSync** is started and there is at least one active phone profile, the "Device" main window appears. The "Device" window displays a picture of the phone, its name and available functions as well as basic information about the phone.

To access basic information about the phone, click the  icon. It is also possible to change the name of the phone by clicking on the text input field below the picture of the phone.

To work with another phone, use the " **Select another device...** " button - it opens "Your Gigaset profiles" window from where you can select a different phone, see ["Your Gigaset profiles" window](#) .

### Main features

This window gives the user access to all the functionalities supported by the phone:



**Contacts** - Synchronises contacts between the computer and the phone. For more information about synchronisation, see [Synchronisation - Introduction](#) .



**Phone explorer** - Opens the "Phone explorer" window, see [Phone explorer](#) .



**Telephony Mode** - Activates Telephony Mode, see [Telephony Mode](#) .



**Firmware update** - Allows you to update your firmware on the phone, see [Firmware update](#) .

### Toolbar

Icons in the toolbar:



**Settings** - Opens application settings, see [Settings - Introduction](#) .



**Help** - Starts this help document.

## "Your Gigaset profiles" window

When **Gigaset QuickSync** is started and there are no phone profiles registered, "Your Gigaset profiles" window will appear instead of a standard "Device" window. This window enables the user to create new phone profiles with **Discovery Wizard** and select one of the already existing profiles to work with.

**Please note:** To open "Your Gigaset profiles" window from the "Device" window you need to click the " **Select another device...** " button.

In "Your Gigaset Profiles" window you can switch between different views. Click the appropriate button:



" **Small** " view



" **Details** " view

### Add new profile


In order to start the discovery process in " **Small** " view , click the " **Add** " button. For more information on discovering new phones, see [Discovery Wizard](#) .

Starting Discovery Wizard from " **Details** " view is also very straightforward. All you need to do is click the " **Add another device** " button.

### Work with a profile

To select a phone you want to work with, simply click its tile in " **Small view** " or double click its name in " **Details view** ". This will open the "Device" window allowing you to interact with the phone. For more information see ["Device" Main window](#) .

### Delete profile

To delete an unwanted profile, you need to hover your mouse cursor over the tile in " **Small** " view , wait for the  mark to appear and click it. This removes the phone from **Gigaset QuickSync** .

### Toolbar

Icons in the toolbar:



**Settings** - Opens application settings, see [Settings - Introduction](#).



**Help** - Starts this help document.

## Connecting to a phone

Phones should be physically connected to the computer. This can be achieved by using one of the following interfaces:

- Standard USB to mini USB cable
- Serial port cable
- Bluetooth
- Network connection (selected devices)

The current interface used for connection with **Gigaset QuickSync** is indicated in the "Discovery Wizard" window, see [Discovery Wizard](#), with one of the following icons:



**USB Port** - Shown when the phone is connected using a USB cable. This type of connection does not require any additional authorisation.



**Serial Port** - Shown when the phone is connected using a Serial port cable. This type of connection does not require any additional authorisation.



**Bluetooth - Pairing required** - Shown when the phone is connected using Bluetooth. This picture also indicates that the phone requires pairing. For more information about Bluetooth pairing, see [Discovery Wizard - Bluetooth pairing](#).



**Bluetooth** - Shown when the phone is connected using Bluetooth.



**Network - Authentication required** - Shown when the phone is connected via a network. This picture also indicates that the phone requires network authentication.



**Network** - Shown when the phone is connected via a network.

Please refer to the phone's user guide in order to check which interface you may use.

## Selecting a phone

**Gigaset QuickSync** stores the information about your phones in so-called phone profiles. There is one profile for each phone that was detected.

To select which phone you would like to manage at the moment, you need to click the phone tile in "Your Gigaset profiles" window. Please refer to the ["Your Gigaset profiles" window](#) section for details.

If you have selected a specific phone, all operations will be carried out on this phone only. In this mode **Gigaset QuickSync** will establish a connection to the phone only for the time required to process each operation (e.g. synchronisation, uploading media files etc.). It will disconnect as soon as the operation is finished or cancelled.

## Searching for new phones

If you have new phones you should connect them to the PC using the available interfaces. To run the **Discovery Wizard** click the "Add" button in "Your Gigaset profiles" window.

For more details see ["Your Gigaset profiles" window](#) and [Discovery Wizard](#).

## Notes

Please make sure that the phone you want to operate is accessible via cable or Bluetooth. This includes installation of software provided with your Bluetooth adapter provider and the correct drivers and USB cables. Before using a specific Bluetooth adapter, check that it is compatible with your operating system.

If you are using the USB to mini USB cable, the driver will be installed with the GQS by default. If you have chosen not to install the driver by unchecking it during installation, you may install it by running the installation again and checking it.

It is possible that during the detection process a phone with firmware that is not up-to-date or a phone in emergency mode will be detected. Please refer to the [Firmware update](#) section for details.

## Discovery Wizard

**Discovery Wizard** helps to bind your Gigaset devices to **Gigaset QuickSync**.

**Discovery Wizard** can be run from "Your Gigaset profiles" window using the " **Add** " respectively " **Add another device** " button. This action will open the "Discovery Wizard" window.

## "Discovery Wizard" window

This is the main window for the **Discovery Wizard** . When it opens **Gigaset QuickSync** starts searching for new phones using the following interfaces:

- Standard USB to mini USB cable
- Serial port cable
- Bluetooth
- Network connection (selected devices)

All available interfaces are scanned simultaneously. It is necessary for the discovery process to finish before a new phone can be selected.

**Please note:** You can cancel the discovery process at any time with no harm to application or device.

When the discovery process is finished, all the discovered devices are displayed and ready for use although some will have to be authorised or paired first, depending on the connection interface.

For more information about Bluetooth pairing, see [Discovery Wizard - Bluetooth pairing](#) .

The phone list can be presented in different views. Click the appropriate button to switch the view:



" **Small** " view



" **Details** " view

The " **Small** " view shows a phone in the form of a rectangular tile. Every tile contains:

- **Phone picture** - If the picture is inaccessible, a generic Gigaset phone picture is shown.
- **Name** - this can be either the product name or an internal name depending on what information the application can get from the phone.
- **Interface icon** - An icon representing the connection interface via which the phone has been discovered. The icon also signals if the phone requires pairing or authorisation. For more information about connection interfaces, please see [Connecting to a phone](#) .

## Selecting a phone

To select the phone click on the tile in the " **Small** " view .

The " **Details** " view is a standard list grouped by connection interfaces. Double click to select a phone.

## Add manually

If the discovery process is finished and your phone has not been discovered, it is possible to configure **Gigaset QuickSync** manually to connect with the phone:

- Click the " **Add manually** " button to show a list from which you can choose your **Gigaset** product.
- Select your phone model. If your phone is not shown in the list, please use a **generic Gigaset option** .
- The Choose connection type window will appear allowing you to specify the connection interface and connection parameters. Use the " **Add** " button to configure the connection (e.g. COM port).

For more information about connection interfaces, see [Connecting to a phone](#) .

**Please note:** In order to close the **Discovery Wizard** without selecting a phone, click the " << " button. "Your Gigaset profiles" window will then be active.

## Discovery Wizard - Bluetooth pairing

Before you can connect your phone via Bluetooth in the **Discovery Wizard** , it is necessary to activate Bluetooth on your phone (please refer to the user guide of your phone for more information) and on your PC.

In order to connect your phone with **Gigaset QuickSync** via Bluetooth, the phone has to be paired with the PC. QuickSync automatically starts the pairing process when necessary.

## Pairing process

The whole pairing process is shown to the user by the "Bluetooth pairing" window.

The process consists of the following steps:

### Initializing pairing process...

In this step, a pairing connection is established between the phone and the PC. The phone enters pairing mode and waits until the agreed PIN is entered.

### Waiting for device to answer...

During Bluetooth pairing, it is necessary to enter a four-digit pairing PIN code displayed in the "Bluetooth pairing" window. This PIN must be entered on the phone.

In this step, QuickSync is waiting for the phone to confirm that the right PIN code has been entered.

The user has about 20 seconds to enter the PIN code.

### "Add to Known Devices list?" confirmation...

After the code is confirmed, it is crucial that the user confirms the pairing by adding the PC to the phone's list of Known Devices.

### Finalizing pairing process...

At this point, QuickSync conducts a connection test with the phone to confirm that pairing has been successful.

After the test is completed, an appropriate message will be displayed.

When the pairing process has been successfully completed, the phone is ready to be used with **Gigaset QuickSync**.

If pairing failed, the phone will still be available in "Your Gigaset profiles" window but every attempt to use it will result in restarting the pairing process.

## Synchronisation - Introduction

Following successful connection, synchronisation can be carried out. Contacts are managed automatically. The **contacts from the phone** that is currently connected and the contacts from the selected database, e.g. **Microsoft Outlook**, **Microsoft Outlook Express**, **Contacts on Microsoft Windows Vista**, **Windows 7** and **Windows 8** or **Google Contacts**, on the computer are used.

To convert the phone number with the phone during synchronisation, the area number must be correctly entered. Please refer to the phone user guide for how to set your Area codes in the phone. Also, before the first synchronisation, you will be asked to enter Area codes in the **Settings - Area codes** tab, see [Settings - Area codes tab](#).

The selected PC database and the connected phone are shown in the "Contacts" window.

The contacts database on the computer can be changed in the **Settings - Contacts** tab, see [Settings - Contacts tab](#). The phone may be changed as described in [Connecting to a phone](#).

The phone's field lengths are limited. If a field transferred from the PC is too long it will be cut down. Characters other than digits, asterisk "\*", hash "#", "p", "P", "r", "R" and "+" (only in first position) and comma "," (transferred to phone as pause character "P") are dropped if they transferred in a phone number.

To start synchronisation:

- Click the "**Contacts**" button in the "Device" window.
- Then click the "**Synchronize**" button in the "Contacts" window.

The synchronisation process uses the following rules:

- If the **same contact with non-conflicting differences** (for example: John Smith is stored on the phone with a phone number and the same contact with the same number and an additional e-mail address are stored on the PC) exists on both the phone and the PC, the data will be updated on both the phone and the computer database.
- A **contact in the phone directory that is not stored in the computer database** will be copied to the computer according to the settings in the **Settings - Contacts** tab, see [Settings - Contacts tab](#).
- A **contact in the computer database that is not stored in the phone** will be copied to the phone according to the settings in the **Settings - Contacts** tab, see [Settings - Contacts tab](#).
- To change the contacts synchronised to the phone, please refer to the **Advanced synchronisation** dialogue, see [Synchronisation - Advanced synchronisation](#).

If the contact is already synchronised, the next synchronisation will update the contacts with those changes made since the last synchronisation (for example a change in the phone number, adding new data).

A progress bar indicates that the synchronisation process is in progress. The user may interrupt the operation with the "**Stop**" button.

When the operation is complete, the system notifies the user with the date and time of the last successful synchronisation.

**Please note:** Click the " << " Button if you have not started to synchronise and want to go back to the "Device" window.

## Conflicts

Conflicts can occur if the user has changed data on both the phone and in the PC database since the last synchronisation.

The application will handle conflicts according to the **Conflict resolution** option under the **Settings - Contacts** tab, see [Synchronisation - Conflict resolution](#).

If the **Let me resolve conflicts manually** option is active, an appropriate message will be shown when there is a conflict. Click the "[There are {...} conflicts to resolve.](#)" link to open the **Conflict resolution** .

## No free entries on the phone

If there are no more free entries on the phone, an appropriate message is shown after synchronisation. Click the "[Phone address book is full. Could not store {...} contacts](#)" link to open the **Advanced synchronisation** dialogue.

## Notes

Contacts from the PC that do not have any phone numbers will not be synchronised (they will be ignored by the software). At least one number is compulsory.

If the first name and surname fields are empty in the PC database, the phone number will be copied to the surname before synchronising with the phone.

The phone has a limited set of permitted characters (for details please refer to the phone's user guide). If your contact on the PC has characters not included in this set, they will not be displayed properly on phone (or may even not be displayed at all).

Please make sure that you have configured area codes in your phone. If you have not, a "[Area code configuration of phone is invalid.](#)" message will be displayed and the synchronisation will be cancelled, see [Settings - Area codes tab](#) .

## Synchronisation - Advanced synchronisation

In the **Advanced synchronisation** dialogue, you can choose which of the PC contacts and phone contacts should be synchronised. These settings also apply to each simple synchronisation - see [Synchronisation - Introduction](#) .

To perform Advanced synchronisation:

- Click the "**Contacts**" button in the "Device" window.
- Then click the "**Advanced synchronisation**" button in the "Contacts" window.

A progress bar indicates that the synchronisation process is in progress. The user may interrupt the operation with the "**Stop**" button.

After the process is complete, the "Advanced synchronisation" window displays the current state of contacts on the computer base and in the phone directory.

## Operations on the contact list

A selected checkbox (  ) means that the contacts are synchronised between PC contacts and phone.

An unselected checkbox (  ) means that the contact is not synchronised. If you change this contact (in PC contacts or phone), changes are not transferred to the second contact base.







Select/unselect a checkbox:



- The user can modify the status of a single item by clicking on the checkbox.
- The user can select **multiple items** in the list by pressing "**left-Ctrl**" and by clicking on the selected items. Pressing "**Ctrl-a**" will select **all items** . The user can modify the status of the selected items by clicking one of the checkboxes.


In the context menu (click right mouse button to open context menu) you can choose **Delete from phone** option.

## Possible contact states

After editing the list, the icons show the state that will be applied when "Synchronize" has been clicked.

-   - contact exists both in PC contacts and on the phone, but will not be synchronised – changes to the contact will not be transferred to the second contact base
-   - contact exists both in PC contacts and on the phone and is synchronised – changes on the contact will be transferred to second contact base
-  - contact exists only in PC contacts and will not be synchronised
-  - contact exists only on the phone and will not be synchronised

  - contact exists both in PC contacts and phone, but will be deleted from the phone (user has chosen "Delete from phone" from context menu)

 - contact will be deleted from phone (user has chosen "Delete from phone" from context menu).

**Please note:** Use this option carefully. It is not possible to undo the deletion of a contact.

Click the "Synchronize" button, to start synchronisation according to the new settings.

## Possible actions

### Add new contact to PC

Depends on whether the **Automatically add new PC contacts to phone** option in the **Contacts** tab has been selected. If it has been selected then the contact will be synchronised to the phone, see [Settings - Contacts tab](#).

### Add new contact to phone

Depends on whether the **Automatically add new phone contacts to PC** option in the **Contacts** tab has been selected. If it has been selected then the contact will be synchronised to the phone, see [Settings - Contacts tab](#).

## Notes

These settings are specific to each phone. This means that you may have a different subset of your PC contacts on each of your phones. Just modify the filter for each of them.

Contacts from the PC without a phone number will not be synchronised. It is not possible to select such contacts for synchronisation. At least one number is compulsory.

The phone is able to store a limited number of entries (refer to the phone's user guide for how to obtain directory status directly in the phone).

If there is not enough space to finish synchronisation, "Phone address book is full. Could not store {...} contacts" will be displayed. Clicking the link opens the **Advanced synchronisation** dialogue and lets users choose which contacts should be stored on the phone.

## Synchronisation - Conflict resolution

If the user has changed data on both the phone and on the PC since the last synchronisation, this may cause conflicts.

The application handles conflicts in **Conflict resolution** in the **Settings - Contacts** tab:

### PC to phone

The values from the computer database will overwrite the values in the phone.

### Phone to PC




The values from the phone will overwrite the values in the computer database.


### Let me resolve conflicts manually


The values will be left unchanged and an appropriate message will be shown. Click the "There are {...} conflicts to resolve." link to open the **Conflict resolution**.


The top part lists all of the conflicting contacts. The central column in the list represents the direction for overwriting the contact data. The lower part of the dialogue displays the PC and the phone contact details. The fields with conflicts are marked in red.

The user can decide how to resolve each conflict: to leave both contacts unchanged or select which source contains the more appropriate information.

Click in the field between the phone and PC. The field content switches from  to , and then to . The arrow indicates in which direction the contact data is being overwritten.

 The contacts on both the PC and on the phone will remain unchanged.

 The contacts on the PC will be overwritten with data from the phone.

 The contacts on the phone will be overwritten with data from the PC.

Pressing " **Synchronize** " will prompt the user to run synchronisation again.

The " **Cancel** " button closes the **Conflict resolution** without saving any changes.

## Phone explorer

The **Gigaset QuickSync** allows you to exchange media files between your phones and a PC via **Phone explorer** and " **Send to >> Gigaset QuickSync** ".

The following media types can be transferred from the PC to the phone:

- **Ring tones** - Polyphonic files.
- **Screensavers** - Image files. They will be used as full screen pictures for the phone screensaver.

- **Caller pictures** - Image files. They will be used as caller pictures on the phone.

**Please note:**

Only ASCII characters are accepted within file names. If the file on your PC has a name that contains characters not included in this set, the characters may be converted to other similar characters supported by phone, if possible.

Gigaset QuickSync supports the following image file formats:

Microsoft Windows Bitmap	*.BMP, *.DIB, *.RLE
Joint Photographic Experts Group	*.JPG, *.JPEG, *.JPE
Graphics Interchange Format	*.GIF
Microsoft Enhanced Metafile	*.EMF
Windows Metafile	*.WMF
Tagged Image File Format	*.TIF, *.TIFF
Portable Network Graphics	*.PNG
Microsoft Windows Icons	*.ICO

Gigaset QuickSync supports the following audio file formats:

Gigaset Ringtone Format	*.722, *.L22
Waveform Audio Format	*.WAV
Windows Media Format	*.WMA
MPEG-1 Audio Layer 3	*.MP3

Only audio files without Digital Rights Management (DRM) are supported.

The Gigaset Ringtone Format (\*.722, \*.L22 files) is only for the backup of sound files. Media files in this format cannot be edited in the Ringtone Editor.

## Using Phone explorer and "Send to"

To explore the phone with **Phone explorer** :

- Click the "**Phone explorer**" button in the "Device" window.

The window displays the content of the phone selected in the "Your Gigaset profiles" window.


**Please note:**

Some phones do not allow the exchange of media files with the PC - in this case the **Phone explorer** will not be accessible.

In order to close the Phone explorer, click the "<<" button. "Device" window will then be active.

You can use the "Phone explorer" window to:

- **Refresh** - Refresh the view and change the presentation method.
- **Download** - Download media files from your phone to a PC.
- **Upload file(s) to phone.** - Upload media files from a PC to your phone.
- **Paste** - Paste media files from the system's clipboard to your phone.
- **Delete** - Delete media files that are on the phone.
- **Rename** - Rename media files that are on the phone.

**Please note:** A  symbol in front of the filename indicates that this is a permanent file which cannot be deleted, renamed or downloaded.


### Select a folder

To change the information presented, select an item in the left-hand panel. You may select:

- **The phone name** – displays basic information about your device, see Device details.
- **Screensavers** – displays all screensaver pictures on the phone.
- **Caller pictures** – displays all caller pictures on the phone.
- **Ring tones** – displays all ringtones on the phone.


### Refresh

To refresh the view:

Click the  icon in the "Phone explorer" window's toolbar.

### Download selected file(s) from phone

To download a media file from your phone to a PC:


- Select the file(s) and click the  icon on the "Phone explorer" window's toolbar.

Or

- Select the file(s), right-click and select " **Download** " from the context menu.
- Select the folder on the PC where you want the files to be downloaded to and press "OK ".

### Upload from

To upload a media file to your phone:

- Click the  icon on the "Phone explorer" window's toolbar.
- When the "Open" window appears, select the file to be sent and press " **Open** ".

Or

- Drag the media files from the desktop or Windows Explorer window onto the "Phone explorer" window.


To transfer or upload a file to the phone using the " **Send to** " shortcut:

- Locate the media file to be transferred using Windows Explorer.
- Right-click the file and select the **Send to >> Gigaset QuickSync** option.
- If an image file is selected, the "Send media files" window appears. Select **Screensavers** if the image is going to be used as a phone screensaver, or **Caller pictures** if the image is going to be used as a caller picture.

**Please note** : Files will be uploaded to the phone currently selected or connected.


### Paste

To paste a file from the system clipboard to the phone:

- Copy the media files from the desktop or Windows Explorer window to the system clipboard (e.g. using CTRL+C).
- Click on the  icon on the phone explorer.

### Delete

To delete a media file from your phone:

- Select the file(s) and click the  icon on the "Phone explorer" window's toolbar.

Or

- Select the file(s), right-click and select " **Delete** " from the context menu.
- Confirm the deletion by pressing " **Yes** ".

### Rename

To rename a media file on your phone:

- Select a file, wait for 1 second and left-click the file.

- Enter a new name and press the "OK" button.

Or

- Select a file, right-click and select  "Rename" from the context menu.

## Device details

To access basic information about the device, click the  Phone name - icon.

### Device

- Phone
- Device type
- Serial number
- Firmware version

### Device media space (pictures and sounds)

- Used space
- Free space
- Capacity

## Notes

"Phone explorer" window and **Send to >> Gigaset QuickSync** options are only active when a phone profile for a connected phone is selected. The window is deactivated during an operation in progress.

If there are any problems during the transfer operation, please refer to the [Errors and troubleshooting](#) section.

During the transfer of an image, resolution and colour depth are adjusted. For settings regarding image processing see [Settings - Picture tab](#).

Screen resolutions for phones supported by **Gigaset QuickSync** :

Phone	Caller picture resolution	Screensaver resolution
SL78H	240 x 130	240 x 320
S79H SL400H S800H S810H S910H	128 x 86	128 x 160
S820H	240 x 160	240 x 320
DL500A DX600A DX800A	144 x 190	320 x 240
SL910H	320 x 225	320 x 480

For settings regarding audio file transfer, see [Settings - Audio tab](#).

For proper sound file conversion the Microsoft Windows Media Player component has to be available on your operating system.

## Picture Editor

Images can be cropped and rotated in the **Picture Editor** before they are sent to the device. A preview of how the picture will look on the phone's display after uploading is also possible.

To use the **Picture Editor** select "Manually choose part of picture" in the **Settings - Picture** tab, see [Settings - Picture tab](#). With this configuration the **Picture Editor** pops up as each picture is uploaded. The preview may vary from the real view, depending on the phone.

The "Picture Editor" window is divided into the following sections:

- Toolbar
- Editing area

- Preview

## Toolbar

Icons in the toolbar:



**Send selected area.** - Ends the editing and sends selected picture area to the device.



**Rotate image 90° right**



**Rotate image 90° left**



**Zoom out (also with mouse wheel)**



**Zoom in (also with mouse wheel)**



**Lock selection to phone's display aspect** - The aspect ratio of the selected area works in two modes: free or locked. In both modes there is no image distortion. The aspect mode can be changed at any time during editing.

- With the locked aspect, the selected area fills the device screen.
- With the free aspect, the selected area can be any rectangle and does not usually fill the device screen.



**Close window and abort file upload**

## Editing area

The editing area displays the image and the selection. The selection area covers the image fragment that will be sent to the device once the "**Send selected area.**" button is pressed. Within the editing area the following actions are possible:

### Selection change

- The selection can be moved by dragging it with the left mouse button.
- To change the selection's shape, drag the selection corners with the left mouse button.
- When the mouse cursor hovers over the selection, the selection can be resized using the mouse wheel + "Ctrl" key.
- The selection can be created in any place by dragging the left mouse button to a non-selected picture area.

### Zoom

- The view can be zoomed in or out at any time with the mouse wheel.

Hints are also displayed when the mouse hovers over a particular editing area element.

## Preview

The editing results are shown in the preview area. The preview shows how the selected area of the image appears on the device screen.

## Ringtone Editor

The **Ringtone Editor** allows the user to cut a fragment from the audio file before sending it to the device. The user can also listen to the chosen fragment during editing. To use **Ringtone Editor** select "Manually choose part of audio file" in the **Settings - Audio** tab, see [Settings - Audio tab](#). With this configuration the **Ringtone Editor** pops up as each ringtone is uploaded.

The "Ringtone Editor" window is divided into the following sections:

- Toolbar
- Editing area

## Toolbar

Icons in the toolbar:



**Send selected area.** - Ends the editing and sends cut audio files to the device



**Zoom out (also with mouse wheel)**



**Zoom in (also with mouse wheel)**



**Play/Stop** - Playback control.



**Close window and abort file upload**

## Edition area

The editing area displays the waveform of the audio file selected for uploading. Within the editing area the following actions are possible:

### Selection change

- The selection can be moved by dragging it with left mouse button.
- To change the start and end of the selection drag the left or right edge of the selection area.
- When the mouse cursor hovers over the selection, the selection can be resized using the mouse wheel + "Ctrl" key.
- The selection can be created in any place by dragging the left mouse button to a non-selected waveform area.

### Zoom


- The view can be zoomed in or out at any time with the mouse wheel.

## Telephony Mode

You can use **Gigaset QuickSync** and one of the supported phones to initiate and receive calls with your PC. In order to use **Telephony Mode** , the following requirements have to be met:

- Windows Telephony service has to be installed and enabled. This is the default setting in Windows.
- **Gigaset QuickSync Telephony Provider** has to be installed properly.
- Your contact application needs to be properly configured to use the **Gigaset QuickSync** line. Instructions on how to set up supported applications can be found below.

To start **Telephony Mode** :

- Select a phone profile in the "Your Gigaset profiles" window. All supported phones are compatible with Telephony Mode, see [Supported phones](#)
- Click the "**Telephony Mode**" button in the "Device" window..
- **Gigaset QuickSync** will try to start **Telephony Mode** . If the phone cannot be accessed or prerequisites have not been met, the appropriate error message appears.
- If successful, the **Gigaset QuickSync** tray icon will change to  .

### Automatic start of Telephony Mode

- Telephony Mode can be started automatically after application start. To do this, select the **Enable Telephony on application start** option in the **Settings - Telephony Mode** tab, see [Settings - Telephony Mode](#) .
- Additionally the **Gigaset QuickSync** application can be started on system start. To do this, select the **Run at system startup** option in the **Settings - About** tab, see [Settings - About tab](#) .

#### Please note:

When **Telephony Mode** is enabled, it is impossible to synchronise contacts or explore the phone's content using **Gigaset QuickSync** .

**Gigaset QuickSync** does not connect the speech path itself so the actual conversation cannot be heard using the computer speakers.

If you want to exit the **Telephony Mode** , click the "<<" button. "Device" window will then be active.

## Incoming calls

To answer incoming calls, **Gigaset QuickSync** should be running and **Telephony Mode** enabled.

When these requirements are met, a popup window appears in the lower right-hand corner of the screen when there is an incoming call.

This window displays caller information if available: Number and name may be available from the telephone line and phone directory. Additionally, the name and picture of the caller are searched for in the selected PC Contacts base (Microsoft Outlook, Windows Vista Contacts, Windows 7 Contacts, Windows 8 Contacts and Google Contacts can be used as caller information sources).

The incoming call window allows the user to answer the call (in earpiece or handsfree mode) or reject the call.

### Please note:

Some features, like call rejection, depend on the fixed line. For example, call rejection does not work on analogue lines but it does work on ISDN lines.

## Outgoing calls

**Gigaset QuickSync** can be used to initiate outgoing calls from the PC. The calls can be initiated from the following contact applications:

- **Outlook 2007** - Microsoft Outlook 2007, available only when it is installed.
- **Outlook 2010** - Microsoft Outlook 2010, available only when it is installed.
- **Windows Contacts** - available only on Windows Vista, Windows 7 and Windows 8.

Please note that initialisation of outgoing calls from Google Contacts is not possible.

If there is an attempt to initiate an outgoing call when **Gigaset QuickSync** is not running, the call will fail and **Gigaset QuickSync** will start automatically, prompting the user to enable **Telephony Mode**.

How to select a **Gigaset QuickSync** line in your application and initiate an outgoing call is as follows:

Please note that the number is converted before dialling using the dialling rules of the operating system.

The telephone number must have the format "+Country Code (Area Code) #####."

**Example: +49 (425) 5551212**

Refer to the operating system manual on how to configure the dialling rules.

### Calling from Outlook

#### Setting up the Gigaset QuickSync line:

- Open the **Contacts** folder in **Outlook**.
- Click **New call** in the **Actions >> Call Contact** menu.
- Click **Dialling options** in the **New call** dialogue.
- In the **Connect using line** tab, select the **Gigaset QuickSync** line.
- Confirm your entry with "**OK**".
- Close the **New call** dialogue.

#### Calling the contact:

- Open the **Contacts** folder in **Outlook**.
- Select the contact you want to call.
- Click the telephone number in the **Actions >> Call contact** menu.
- Click **Call...** in the **New call** dialogue.
- If **Outlook** returns an invalid number format message during dialling, then:
  - Click **New call** in the **Actions >> Call Contact** menu.
  - Click **Open contact** in the **New call** dialogue.
  - Double-click the telephone number.
  - Confirm the **Check phone number** dialogue with "**OK**".

### Calling from Windows Contacts

#### Setting up the Gigaset QuickSync line:

- Click on **Start >> Run** in the Start menu.
- Enter **dialer.exe** in the Open field and confirm with " **OK** ".
- The **Windows Dialler** application will start.
- Select **Tools >> Connect Using...** option in the main menu.
- Ensure that **Gigaset QuickSync** is selected in **Line** field.
- Ensure that " **1** " is selected in the **Address** field.
- Confirm the choice with " **OK** ".

#### Calling the contact:

- Open the **Windows Contacts** application.
- Right click on the contact to be called.
- Select **Action >> Call This Contact...** from the context menu.
- Click the " **Call...** " button in the **New call** dialogue in order to start the call.

#### Notes

Please note that **Gigaset QuickSync** 's Telephony Mode can affect other telephony applications.

When using **Gigaset QuickSync** Telephony Mode only one call can be handled at a time - to initialise or answer a second call, first end the current call.

Functionalities like consultations calls, calls swap or conference calls (if available on your telephone system) are accessible only directly from the device.

### Firmware update

Selected Gigaset phone types can be updated with a new firmware version. This allows for correction of faults and the addition of new functionality to the phone. To check whether your phone may be updated please refer to the phone's user guide. Please make sure that you use the USB cable to connect the phone that you want to update, as updating via Bluetooth is not supported.

If your phone is updatable and your PC is connected to the Internet, **Gigaset QuickSync** will automatically check for new firmware at least once a day, and if it is available it will prompt you to update your phone.

You may disable this feature by unchecking the " **Check Internet for new firmware and notify if update is available.** " checkbox on the **Settings - Firmware update** tab. It can also be disabled via the appropriate checkbox when **Gigaset QuickSync** prompts you to update your phone.



This picture indicates that there is new firmware available for the phone.

To start the firmware update or to check for new firmware manually:

- Click the " **Firmware update** " button in the "Device" window. You can see your phone's current firmware version here.
- Then click the " **Update** " button in the "Firmware update" window.

The progress and result of the firmware update are displayed in a dedicated progress window.

**Please note:** In order to close the "Firmware update" window without updating, click the " << " button. "Device" window will then be active.

#### Procedure in case of an error

If the update procedure fails or your phone does not work properly following the update, repeat the update procedure. To perform the firmware update again, please do as follows:

1. Close the application.
2. Disconnect USB cable from the phone.
3. Remove battery from your phone.
4. Put the battery back in (phone is blinking).
5. Reconnect USB cable.
6. Start Gigaset QuickSync.
7. Start firmware update again.

For more information on solving problems, please refer to the [Errors and troubleshooting](#) section.


## Emergency mode

In the event of a serious error while your phone is being updated, it should be put into emergency mode. In this mode the phone is not operational. Only the firmware may be rewritten.

To perform an emergency mode update please do as follows:

1. Close the application.
2. Disconnect USB cable from the phone.
3. Remove battery from your phone.
4. Hold down key "4" and "6" on the numeric pad.
5. Put battery back in.
6. Release key "4" and "6" (phone is blinking alternately).
7. Reconnect USB cable.
8. Start Gigaset QuickSync.
9. Start firmware update again.

Please refer to your phone's user guide for more information about the emergency mode and a detailed description about how to hold the phone during this procedure.

If **Gigaset QuickSync** detects a phone that is in emergency mode it displays the  icon and prompts you to start the firmware update process. This feature cannot be disabled.

The Gigaset SL910H phone does not have Emergency Mode - it is always ready to start in ordinary mode. If the firmware update fails for this phone:

1. Close the application.
2. Disconnect USB cable from the phone.
3. Remove battery from your phone.
4. Put battery back in.
5. Reconnect USB cable.
6. Start Gigaset QuickSync.
7. Start firmware update procedure again.

## Notes

Updating via Bluetooth is not supported. Please connect the phone you want to update using the USB cable.

A valid Internet connection is required to allow checking for new firmware and updating of your phones. **Gigaset QuickSync** will inform you that there is no valid Internet connection.


If you have more than one phone to be updated **Gigaset QuickSync** will only download the firmware from the Internet once. After the new firmware is downloaded from the Internet and the update process has started you cannot cancel the process, initiate another operation or close the application.

During the update procedure:

- Do not disconnect your device from the PC for any reason.
- Do not turn off your PC, or activate hibernate or stand-by modes.
- If you are using a laptop or netbook, please ensure your PC is powered up with a power supply.
- Be patient, the update will take up to 10 minutes (without download time). The phone will disconnect and connect several times. Do not interrupt this procedure.

## Settings - Introduction

The **Settings** section enables you to manage the behaviour of the **Gigaset QuickSync** .

To open the "Settings" window, click the  icon on the toolbar.

The following tabs are available:

### About

Displays information about the **Gigaset QuickSync** program and allows update checking configuration.

### Area codes

Allows you to set the area codes of your current location.

### Contacts

General configuration related to contacts synchronisation between PC and phone (e.g. sets the conflict resolve preference).

### PC contacts

Phone-specific settings related to contacts synchronisation (e.g. sets the contacts database on the PC).

### Telephony Mode

Settings related to Telephony mode.

### Firmware update

Allows you to determine whether **Gigaset QuickSync** automatically checks for firmware.

### Audio

Determines the ringtone conversion method when ringtones are sent to the phone.

### Picture

Determines the image conversion method when images are sent to the phone.

**Please note:** In order to close the "Settings" window, click the " << " button. The previous window will then be active.

## Settings - About tab

The **About** tab in **Settings** displays information about the **Gigaset QuickSync** software version, allows configuration of the application update checking, etc.

To open the **About** tab:

- Click the  icon on the toolbar.
- Then click the **About** tab.

All the changes are saved automatically.

You can define the following settings:

#### Check Internet for new version of application.

If your PC is connected to the Internet, **Gigaset QuickSync** will automatically check for new software versions at least once a day. If there is a new version available, a message will be displayed and you can download the installation package, if required.

#### Run at system startup

If this option is selected, **Gigaset QuickSync** is started during system startup.

#### Close on successful finish

When enabled, all the progress windows automatically close when the relevant operation has finished successfully.


## Settings - Area codes tab

The **Area codes** tab in **Settings** allows you to set the area codes of your current location.

These settings are used to convert all numbers when they are sent to the phone during synchronisation. Your telephone network requires number conversion.

Before the first synchronisation, check that the data has been entered correctly for your location.

To open the **Area codes** tab:

- Click the  **Settings** icon on the toolbar.
- Then click the **Area codes** tab.

All the changes are saved automatically.

Numbers can be converted internally by **Gigaset QuickSync** or by the Windows dialling rules.

## Option "Convert numbers using the following rules"

Numbers will be converted internally by **Gigaset QuickSync** .

Click the "**Get rules from country...**" button and double click your location in the dropdown list. If your country is not on the list use the Other country option.

The selected country initialises the area codes configuration and number conversion rules - you can adjust these settings if needed.

You can define the following settings

" **Remove country code for domestic calls** " check box

With this option the international prefix for domestic calls can be removed before transferring to the phone.

In most countries the international prefix is required only when calling outside of your country.

" **Remove area code for local calls** " check box

With this option the long distance prefix (local area code) for local phone calls can be removed before transferring to the phone.

In some countries local area codes are used only when calling other cities in the same country.

### Area codes configuration

The area codes consist of four entries in two groups:

**International area code:** These settings are used for international numbers. Please enter the international access code, e.g. **00** in the UK, in the left field. Please enter country area code, e.g. **44** for the UK, in the right field.

**Local area code:** These settings are used for long distance numbers. Please enter the long distance access code, e.g. **0** in the UK, in the left field. Please enter local regional area code, e.g. **20** for London, in the right field.

You do not have to enter the Local area code in countries where local area codes are not used.

If you clear "**Remove country code for domestic calls**" and "**Remove area code for local calls**" check boxes your number will be synchronised to phone without applying any conversion.

## Option "Convert numbers using dialling rules dialogue"

Numbers will be converted according to the configuration in the Windows dialling rules dialogue. Click "Edit..." to open the dialling rules.

For proper conversion the number should have the format "+Country Code (Area Code) #####". Refer to the operating system manual on how to configure the dialling rules.

## Notes


If you change any of the settings you will be prompted to start the synchronisation process again.

Changing these settings does not change the phone numbers of contacts stored on your PC. If you have moved to another area/country, you may have to update all your contacts manually.

## Settings - Contacts tab

The **Contacts** tab in **Settings** defines the methods **Gigaset QuickSync** uses for synchronising contacts.

To open the **Contacts** tab:

- Click the  Settings icon on the toolbar.
- Then click the **Contacts** tab.

The phone directory entries contain only the date field **Anniversary** . PC contacts database entries contain two date fields: **Anniversary** and **Birthday** . You can decide which PC field should be synchronised with phone contacts by using the **Map "Anniversary" to** option.

The "**Automatically add new PC contacts to phone**" check box offers the option of automatically adding new contacts on the computer to the phone contacts. If it is checked, new contacts added to the computer database are automatically added to the phone. If it is not checked, they are not added.

The "**Automatically add new phone contacts to PC**" check box offers the option of automatically adding new contacts on the phone to the computer contacts. If it is checked, new contacts added to the phone directory are automatically added to the computer database. If it is not checked, they are not added.

See also [Synchronisation - Advanced synchronisation](#).

## Conflict resolution

Conflicts may occur during the synchronisation process if contacts have been changed on the PC and phone since the last synchronisation.

The **Conflict resolution** list shows methods for resolving conflicts. The following options are available on the list:

- **Let me resolve conflicts manually** - When a conflict occurs in a contact it will not be synchronised automatically, values are not changed in the computer database or in the phone. An appropriate message will be shown. Click the "[There are {...} conflicts to resolve.](#)" link to open the **Conflict resolution**, see [Synchronisation - Conflict resolution](#).
- **System will resolve conflicts automatically** - When a conflict in a contact occurs it will be synchronised automatically. You have to choose the direction of data overriding in these cases.
  - Select option **PC to phone** to overwrite the values in the phone with the values from the PC database.
  - Or select **Phone to PC** to overwrite the values in PC database with the values from the phone.

## Notes


The **Contacts** settings are shared between all your phones. This means that any settings you change for one phone will apply to all of your phones. Please refer to [Settings - PC contacts tab](#) and [Synchronisation - Advanced synchronisation](#) if you are interested in having separate subsets of your PC contacts on each of your phones.

If you change any of the settings you will be prompted to start the synchronisation process again.

## Settings - PC contacts tab

The **PC contacts** tab in **Settings** defines the methods **Gigaset QuickSync** uses for synchronising contacts.

To open the **PC contacts** tab:

- Click the  Settings icon on the toolbar.
- Then click the **PC contacts** tab.

All the changes are saved automatically.

The **PC contacts** list allows you to select the application contacts database to be used as a source of contacts from the computer.

The following sources may appear on the list:

1. **Outlook Express (WAB)** - Microsoft Outlook Express, available only when running on Microsoft Windows XP.
2. **Outlook 2007 / 2010** - Microsoft Outlook, available only when it is installed.
3. **Windows Contacts** - available only on Windows Vista, Windows 7 and Windows 8.
4. **Google Contacts**

## Google Contacts

The use of this contact source requires a Google Account and Internet access. Click the "**Allow access**" button to authorise **Gigaset QuickSync** to access Google Contacts. Then enter your login data in the "Google Account" window and allow access on Google Contacts by clicking the corresponding button.

Your Google Account credentials are not stored by **Gigaset QuickSync**. The application will access Google Contacts only until you revoke access. Other Google Account data are not available for **Gigaset QuickSync**.

By default, the contacts from your phone are synchronised with the newly created **Google Contact Group** "Gigaset". Mark contacts from other Contact Groups as members of the "Gigaset" group in order to synchronise these contacts with your phone. You may also change the group which is used for synchronisation. To do this, select another folder in the **Folder** list.

You can revoke the **Gigaset QuickSync** access to Google Contacts. To do this, click the "**Revoke access**" button.

## Notes

If **Outlook Express** is selected, only "Shared Contacts" and not "Main Identity's Contacts" can be synchronised.


If **Outlook** is selected you may also select a contacts' folder which you want to synchronise. This option is not available if **Outlook Express (WAB)** or **Contacts** is selected.

The **PC contacts** settings are phone specific. This means that settings in this tab will apply only to the currently selected phone.

## Settings - Telephony Mode

The **Telephony Mode** tab in **Settings** defines settings related to the Telephony Mode.

To open the **Telephony Mode** tab:

- Click the  Settings icon on the toolbar.
- Then click the **Telephony Mode** tab.

All the changes are saved automatically.

The following options are available:

#### **Show Telephony hints**

Activating this function allows you to see additional hints during calls.

#### **Enable Telephony on application start**

If this option is selected, **Telephony Mode** is enabled automatically after **Gigaset QuickSync** start.

## **Settings - Firmware update tab**

The **Firmware update** tab in **Settings** defines settings related to the firmware update functionality.

To open the **Firmware update** tab:

- Click the  Settings icon on the toolbar.
- Then click the **Firmware update** tab.


All the changes are saved automatically.

" **Check Internet for new firmware and notify if update is available.** " button - allows the functionality of automatic checking for a new firmware version to be enabled or disabled, and prompts you to start the update process.

## **Settings - Audio tab**

The **Audio** tab in **Settings** defines the way audio files are converted by **Gigaset QuickSync** before being sent to the phone.

To open the **Audio** tab:

- Click the  icon on the toolbar.
- Click the **Audio** tab.

All the changes are saved automatically.

The following settings are available:

#### **Manually choose part of audio file**

This allows you to manually cut out part of the audio file. If this is not selected, the first part is chosen. For details see [Ringtone Editor](#).

#### **Limit polyphonic ringtone length (in seconds)**


You can select the checkbox and enter a maximum ringtone length in seconds. Please note that "limit ringtone length" does not apply to MIDI files.

For details on how to transfer media files to the phone, go to the section entitled [Phone explorer](#).

## **Settings - Picture tab**

The **Picture** tab in **Settings** defines how images are converted by **Gigaset QuickSync** before being sent to the phone.

To open the **Picture** tab:

- Click the  icon on the toolbar.
- Click the **Picture** tab.

All the changes are saved automatically.

Conversion rules:

**Fit image to display (keep aspect ratio)**

Image will be rescaled to fit the device's display area (depends on the purpose). No distortion is noticeable.

**Fill display with image (stretch)**

Image will be rescaled to fill the whole display area (depends on the purpose). Distortion (stretch) can be noticeable.

**Manually choose part of picture**

Before uploading, the user is asked to choose the picture fragment to be sent.

For details see [Picture Editor](#).

For how to transfer media files to the phone, go to the section entitled [Phone explorer](#).

# Errors and troubleshooting

If you encounter a problem using the **Gigaset QuickSync**, check to see whether it is described in one of the following troubleshooting sections:

## Connection errors

1. **"Operation timed out." , "Connection failed."**  
This error occurs when the phone fails to respond on time. Check that the phone is connected and that no other program is connected to it. When connecting to a phone make sure that it is in idle mode. Do not operate your phone during connection, synchronisation or file upload. You may try to reconnect the device.
2. **"Phone should be in idle mode."**  
To complete the operation, the phone must be in idle mode. If an application on your phone is open e.g. menu or contacts directory, close them.
3. **"Phone not recognised." , "No phone."**  
A connected device does not respond as the supported phone, check that the phone is connected to the selected port. Supported devices are listed in [Supported phones](#).
4. If other external devices are sometimes attached to a COM port, please note the following:  
In some cases these external devices use programs that permanently occupy the COM port, even when the actual device is not connected. As a result, other programs such as **Gigaset QuickSync** cannot access the COM port and it is not possible to establish a link to the phone. If you encounter connection problems between the computer and a phone, terminate all other programs that could access the COM port. This could be, for example:
  - Docking stations for Windows CE or Palm devices used for synchronising data with the PC.
  - Phones connected to the PC that the PC activates by means of an auto-dialler.
5. **"Wrong system PIN entered."**  
The system PIN of the device has been changed.

## File transfer and synchronisation

1. **"Not enough space on phone."**  
Phone has no more free memory to upload the file, or no more files can be handled by phone's file system. Try deleting files you no longer require from phone and then repeat the operation.
2. **"This operation cannot be continued." , "Transmission error occurred"**  
Error occurred when the phone communicated with the OBEX protocol, try repeating the last operation. This error occurs when the phone fails to respond on time. Check that the phone is connected and that no other program is connected to it. When connecting to a phone make sure that it is in idle mode. Do not operate your phone during connection, synchronisation or file upload. You may try to reconnect the device.
3. **"File already exists on phone." , "File '{...}' will be uploaded as '{...}'."**  
The file you are trying to upload to the phone already exists in the phone's file system.  
**Reason:** You have tried to upload the same file twice, or during transfer the name of the file is converted to a name suitable for the phone. It is possible that two different files on the PC merge into one file on the phone.  
The following rules are currently applied: Every character that does not fit into the ASCII character set is changed to the most similar ASCII character; if conversion is not possible the underscore sign ('\_') will be used. The name is truncated to 16 characters plus a file extension, e.g. extremelylongfilename.jpg is converted to extremelylongfil.bmp.  
**Solution:** Try changing the file name of the selected file and uploading it again. For more details see section [Phone explorer](#).
4. **"Reading of PC contacts ended due to error." , "Reading of PC contacts failed." , "Reading of PC contacts failed. Internal error." , "Modification of PC contacts ends due to error." , "Modification of PC contacts failed." , "Modification of PC contacts failed. Internal error."**  
There are some serious issues accessing the PC address book.  
**Notes**
  - Close the application and then retry the action.
  - If the error still occurs, reboot your machine.
  - If the error still occurs, please report it to Gigaset Customer Care.
5. **" Area code configuration of phone is invalid. "**  
Synchronisation is not possible - please make sure that you have configured the area codes in your phone. Please refer to the phone user guide to set your area codes.

6. **"Contacts names are corrupted"**  
If a synchronised contact appears to be have been corrupted (e.g. unknown characters appear in place of the correct ones), please ensure that the language selected in your phone corresponds to the one on the code page. Please refer to the phone manual on how to change a language.
7. **"File type is not supported by this phone."**  
Selected file is in a format that is not supported by the phone. E.g. some phones do not support customised ringer tones. Supported formats are listed in [Phone explorer](#).
8. **"Invalid file format."**  
The selected file is invalid e.g. a corrupted audio file or broken image file. Some bitmap images cannot be read by the application e.g. from Macromedia Fireworks. Non-standard icon files (ico) are also not supported. The user will need to convert the file. Digital Rights Management (DRM) protected audio files are also not supported.  
For proper sound file conversion the Microsoft Windows Media Player component has to be available on your operating system.
9. **"File not found.", "Cannot open file '{...}'."**  
The software is unable read the selected file, check that you have permission to read this file.
10. **"The file is too large for the phone."**  
The file that the user is trying to upload is too big and cannot be converted. The user will need to convert this file.  
**Possible reasons:** Long MIDI files cannot be uploaded to the phone. Very large pictures (e.g. bitmap picture files over 100MB) cannot be converted by the application.
11. **"An internal error occurred."**  
An error has occurred.  
**Possible reasons:** With MIDI files, it may be that the program midi\_converter.exe is missing: Reinstall the application. With image files, it may be that the file is not in a supported format: Try to rewrite the file or convert it to another file format. If the message still occurs: Microsoft Windows GDI + package may be corrupted (try reinstalling).
12. **"This file cannot be renamed.", "File(s) operation failed.", "File(s) download failed.", "File(s) delete failed."**  
Some files are pre-installed on the phone and cannot be modified by the user. They are usually identified by a padlock symbol.
13. **"Cannot save file(s) to disk."**  
**Gigaset QuickSync** cannot save the file to a disk. Check whether you have permission to write to this file, or whether there is sufficient free space to save it.
14. **"File(s) delete failed.", "File(s) download failed."**  
Deleting or downloading of selected files failed.  
**Possible reasons:** Files whose names contain language-specific characters (outside the Latin alphabet) sometimes cannot be downloaded and deleted. Try to rename the file, using only Latin-1 characters and repeat the operation.
15. **"Check your internet access."**  
**Gigaset QuickSync** cannot access Google on the Internet. Please ensure that a connection to Google is possible and repeat the operation.

## Firmware update

1. **"Cannot download new firmware."**  
Firmware download problems appear. The file currently downloaded appears to be corrupted. This may be due to the quality of the network; please try the firmware update again.
2. **"Firmware can be updated only over USB."**  
Phone only supports update via USB. Firmware updates via other interfaces are not supported. Connect the phone to the USB cable and try again.
3. **"Firmware update failed."**  
Phone update failed. Check that the USB cable is connected correctly and try again. If the phone is not working properly, an [Emergency mode](#) update may be required.
4. **"Error during download.", "Check your Internet connection."**  
Check whether there is a valid Internet connection before starting the update of your phone. If you use a firewall, make sure that **Gigaset QuickSync** may connect to the Internet. If you use a proxy, check your proxy server settings.

5. **"Reconnection failed."**  
During the update procedure the phone stopped responding. If the phone is not responding you can try to use [Emergency mode](#) update.
6. **"This handset does not support firmware update."**  
Your phone does not support a firmware update.
7. **"Update not possible. Firmware version is too old."**  
Updating is not possible with firmware that is older than that on the phone. Check the Internet connection to see whether **Gigaset QuickSync** may have access to the latest firmware version.
8. **"Operation timed out."**  
The phone did not respond for a certain period of time. Check whether [Emergency mode](#) update is required.
9. Application stops responding during **"Downloading new firmware."**  
**Possible reason:** In Windows Vista, if the Internet connection breaks, the application can stop responding for about 5 minutes. After that time an appropriate error message is displayed.

## Telephony Mode

**System service "Telephony" is not running. Please start it in order to use Telephony Mode.**

If your Windows User Account does not have administrative rights, please contact your computer administrator. If your Windows User Account has administrative rights, carry out the following steps to enable the "Telephony" system service:

- Open **Windows Control Panel**
- In **Administrative Tools** applet select **Services**
- Search for a **Telephony** service on the list in the opened window.
- If the **Telephony** service is on the list, press the "**Start Service**" button located on the main toolbar of the window.
- If the **Telephony** service is not on the list, you will need to install it using **Add Programs and Features** on Windows XP or **Programs and Features** on Windows Vista, Windows 7 and Windows 8. Both those applets can be accessed using the **Windows Control Panel**