

Gigaset

Fusion



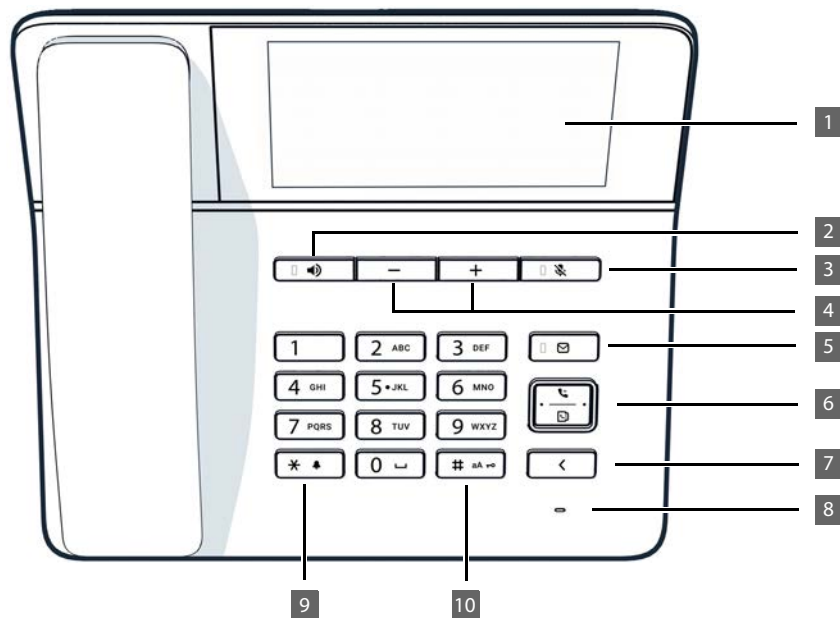
Up-to-date information on your product: → wiki.gigasetpro.com

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Overview



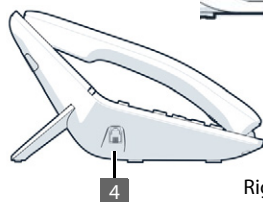
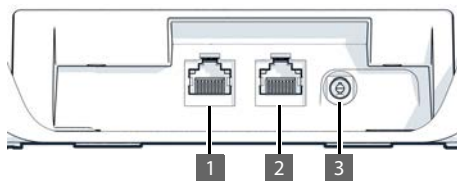
Keys and operating elements

1	Touch screen	Idle display	→ p. 18
2	Handsfree key	Enable/disable the speaker Start dialling Lights up: Call is being made via the speaker (hands-free mode)	→ p. 30 → p. 27 → p. 30
3	Mute key	Activate/deactivate microphone (mute) Lights up: The microphone is muted	→ p. 30
4	Volume keys	Depending on the operating mode: Adjust the volume of the speaker, receiver, headset or ringtone	→ p. 30
5	Message Centre	Open call and message lists Flashes: New message in the Message Centre	→ p. 40

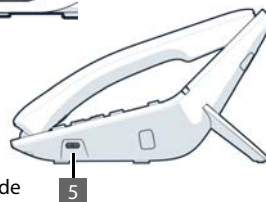
6	Control key	Scroll through lists and entries. When phone is in idle:	→ p. 19
		 Open the call lists	→ p. 37
		 Opening menu	→ p. 20
		 Open list of directories	→ p. 42
		 Scroll through the idle display screens	→ p. 18
7	Home/Back key	Cancel function; go back one menu level (press briefly); return to idle status (press and hold)	→ p. 19
8	Microphone	Microphone of the handsfree unit	→ p. 30
9	Star key	Display special characters when inputting text Switch ringtone on/off (press and hold)	→ p. 21 → p. 29
10	Hash key	Switch text mode (upper/lower case letters, digits) Enable/disable keypad lock (press and hold)	→ p. 21 → p. 20

Connections and ports






Back



Right side







Left side










- 1  LAN (PoE)
- 2  PC
A PC can also be connected to the telephone instead of to the local network, using the PC port; the telephone establishes the network connection. This is not possible if the telephone is connected to the network via WLAN.
- 3  Power adapter, 12V/1.3A (→ p. 7)
- 4  Receiver
- 5  USB-C

Symbols in the user guide

Icons

	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

	Handsfree key		Volume keys
	Mute key		Message key
	Home/Back key		Star key
	Hash key		Digit/letter keys
	Control key rim / centre		

Procedures Display menu

Example: Setting the display language




▶  ▶  Settings ▶  Language ▶  Select language (● = selected) ▶ Save

Step	Actions required
▶ 	Open the main menu: In idle status on the display, tap the  icon or press the centre of the Control key 
▶  Settings	Scroll to the Settings menu entry by swiping up or down or using the Control key. Tap the entry or press the Control key  The Settings submenu is opened.
▶  Language	Scroll to the Language menu entry by swiping up or down or using the Control key. Tap the entry or press the Control key  The Language submenu is opened.
▶  Select language	Scroll to the required language by swiping up or down, or by using the Control key. Tap the entry or press the Control key  The selected option is indicated with 
▶ Save	Tap Save .

Procedures 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.
▶  Settings	Click Settings in the navigation area at the bottom. The Settings menu opens in the navigation area.
▶  System	Click System in the Settings menu. The System submenu is opened.
▶ Date & Time	In the System submenu, click Date & Time . The time settings are displayed.
▶ 24h Time Format	Next to 24h Time Format click the  switch. The function is enabled (● = enabled)
▶ Save	Click Save .

Safety precautions



Read the safety precautions and the user guide before use.

Comprehensive user guides for all telephones and telephone systems as well as for accessories can be found online at gigaset.com/pro in the Support category. We thereby help to save paper while providing fast access to the complete up-to-date documentation at any time.

The device cannot be used in the event of a power failure. In case of a power failure it is also **not** possible to make **emergency calls**.

Reduction of electrical fields

When using your telephone, keep a distance of 20 cm between the device and your body.

Safe operation is assured if this distance is maintained because electrical fields are reduced many times over.



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.



Only use shielded cables to connect the telephone to the local network and PC.

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:

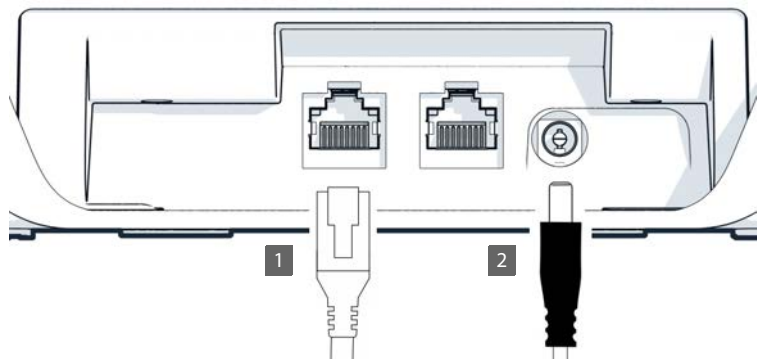
- Serial number/item number
- MAC address
- Private IP address for the Gigaset in the LAN, its port numbers
- Device name
- Sensor data (if available)
- Software version




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

- System-related/device-specific passwords

Getting started

Connecting the telephone




-  Connect LAN port on the device to the local network, for example, using a router, switch or hub.
Alternatively, you can also connect the device to the local network via WLAN (→ p. 89)
-  Connect the device to the mains power.
 The Gigaset Fusion can also be supplied with sufficient electricity via PoE (Power over Ethernet) if the device is connected to a PoE-capable Ethernet switch (PoE class IEEE802.3af). In this case, you must **not** connect the device to the mains power.



Setup Wizard

Once the phone is connected to the mains power or has been reset to default settings, the setup wizard starts. This guides you step-by-step through initial configuration. You can see your progress in the header. You can change the settings later via the menu or Web user interface.

Setting the language


- ▶  Select language (● = selected) ▶ Next

Setting a name for the telephone

- ▶  Delete existing text ▶  Enter required name
- ▶ Close the virtual keyboard using the small keyboard icon on the bottom right.

Internal numbers between 10 and 35 can be assigned by default.

Changing internal number range:

- ▶ Check the check box next to **Customize Internal number range** ▶  Enter the required number range in the **from** and **to** fields
Valid values: maximum of 100 numbers between 0 and 9999, default: 10
- ▶ **Next**

Selecting network connection




The telephone can be connected to the network over LAN or WLAN.

LAN configuration

- ▶ Select **LAN** (= selected) ▶ **Next**

The IP configuration of the telephone is carried out automatically by default. You connect the telephone to the network (for example, using a router), the IP address is assigned automatically and further network settings are adopted. The IP address is displayed

If you need a different configuration for your network:

- ▶ **Manual configuration** ▶ From the **IP address type** list, select **static** ▶  In the **IP address** field, enter the IP address for Gigaset Fusion ▶  In the **Standard gateway** field, enter the IP address of the standard gateway in the network ▶  In the **Subnet mask** field, enter the subnet mask for the network


If a connection to the network is established over a proxy server:

- ▶ Enable **Proxy settings** (= enabled) ▶  In the **Proxy server** field, enter the IP address of the proxy server ▶  In the **Proxy port** field, enter the port number of the proxy server
- ▶ **Next**



Ensure that you enter the correct information that matches your network settings during manual configuration. If the information is incorrect, it may mean the device and Web user interface become inaccessible. In this case, you would have to carry out a hardware reset to default settings on the device.

WLAN configuration

- ▶ Select **Wi-Fi** (= selected) ▶ **Next** ... The WLANs in range are displayed ▶ Select the required WLAN ▶ **Next** ▶  Enter the LAN password for your network ▶ **Next** ... The telephone is connected to the WLAN

Close

The defined settings are displayed again.

Close the wizard and set up VoIP connection later: ► **Finish**

Set up VoIP connection now:

► **SIP line configuration** ... The connection wizard starts

Setting up connections

To be able to make/receive calls and add keys and widgets to the screen, you need at least one VoIP account (connection) with an Internet telephony provider. This can be provided by a provider or PABX. You receive access data for logging in (user name, login name, password etc.)

At least one connection must be assigned to each phone (cordless or corded). Devices may have different connections for incoming and outgoing calls. Multiple devices can use the same connection (call group).



For more information about settings for specific providers or routers (e.g. AVM FRITZ!Box) → wiki.gigasetpro.com

Setting up a connection with the wizard

To set up a connection, use the **SIP Connection** wizard. The wizard guides you step-by-step through all necessary configuration steps.



You need the access data of a provider, for example user name, registration name, password etc.



Automatic configuration

With automatic configuration, a profile with all relevant settings for a provider or PABX for the configuration of a VoIP account is loaded onto the device from the Gigaset configuration server. You only have to enter your registration name.

In display menu

► ► **Wizards** ► **Select SIP Connection** ► **Provider profile download**
(= selected) ► **Next**

In Web user interface

► Select **Wizards** ► **SIP Connection** ► **Automatic configuration** (= selected) ► **Next**

► Select country ► Select provider ► **Next** ► Enter connection name ► Enter registration data ► **Next** ► Select number type (depending on the data you have received from the provider)

Phone number: ► Enter the number

Multiple numbers: ► Enter the number ► **Add** ► Enter all numbers for the connection

Phone number block: ► Enter the first and last number in the connection number block

► **Finish**


Manual configuration

If there is no profile for your provider/PABX, use manual configuration. You may need to add the configuration settings yourself once the wizard is closed. Your provider will supply you with detailed information.

In display menu


▶  ▶  **Wizards** ▶  **Select SIP Connection** ▶ **Manual setup** (● = selected) ▶ **Next**

In Web user interface

▶ Select  **Wizards** ▶ **SIP Connection** ▶ **Manual configuration** (● = selected) ▶ **Next**

▶ Enter connection name ▶ Enter registration data ▶ Enter registration server name (registrar) ▶ **Next** ▶ Select number type ▶ Enter one or more numbers or number block ▶ **Finish**

If required, add further settings for the provider now.

▶  **Settings** ▶  **Telephony** ▶ **Connections** ▶ Next to the connection, click  ▶ Enter missing information under **Advanced settings**

Wizard ended successfully

The connection is set up and entered in the list of connections. The telephone connects to the provider with the specified registration data.

User account confirmed: Connection status = **Registered**

User account not confirmed: Connection status = **Not registered**



The status is updated automatically once the connection has been registered correctly. The process can take a few seconds.

Using the telephone

Getting to know your telephone

Display

The display of the Gigaset Fusion is realised as a touch screen. The phone is operated by directly touching the display (swiping or tapping) or from the Control key on the phone.

In idle mode, three display screens are displayed and you can configure these yourself.



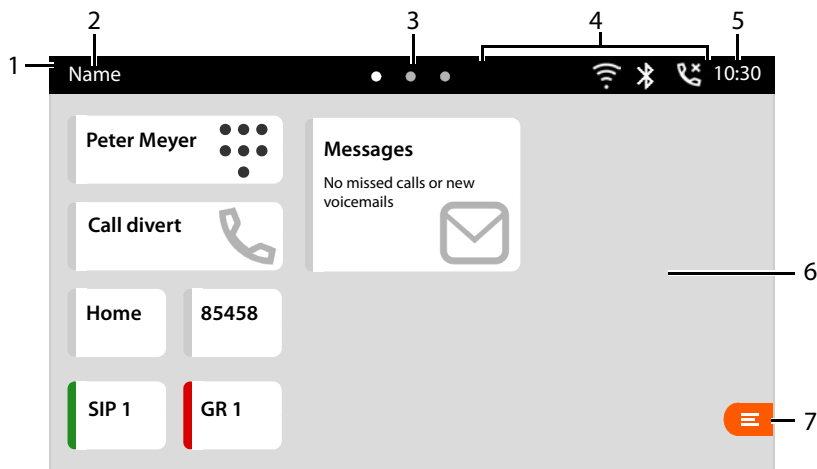
When a call is active, another screen is added to the left.

Switching between the idle display screens: ▶ Swipe to the right or left

Open the idle display screens from any operating situation:

▶ Press and **hold the Home key**

Idle display (Example)



- 1 Bar for quick access to functions (call protection (DND), constant call divert, Bluetooth and Smart Home alarm) → p. 18
- 2 Phone name; defined when getting started with the setup wizard. Change name: → p. 74
- 3 Dots indicate the three idle display screens. The white dot marks the currently selected start screen.
- 4 Toolbar: Icons show the current settings and operating mode of the phone, such as WLAN enabled, Bluetooth enabled, missed call, . . . icons → p. 101
- 5 Time. Set the date and time → p. 68
- 6 Touchscreen, space for function keys and widgets (→ p. 14), configurable background
- 7 Open display menu. Overview of menu functions → p. 102

Configure idle display

Change brightness and background image: → p. 69

Function keys and widgets

Configure the idle display screens any way you want with the different function keys and widgets. They offer quick access to frequently used functions and numbers.

Arrange objects

Please note the size of the individual objects when arranging the keys and widgets on the display. An object can only be placed if there is enough space in the required position. Plan how your display will look. Once the objects are positioned, they cannot be moved again. However, you can change the size

Possible sizes:

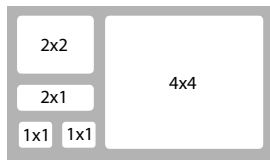
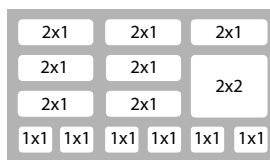
- 1x1 For function keys. As the objects are very small, the name may not be shown in full.
- 2x1 For function keys. An icon for the key function is displayed next to the name.
- 2x2 For widgets. The size of widgets is normally preset in a suitable way for their content.
- 2x4
- 4x4

Set the size of objects with the **Key size** parameter. The possible sizes are offered for selection in each case.

Arrange function keys or widgets on the idle display:

- ▶ Touch and hold the display for at least three seconds in the position where you want to place a function key or widget . . . A pop-up menu appears

Examples:



Setting up function keys

- ▶ **Function key** ▶ From the **Function** list, select the required function ▶ Configure further settings for the function key ▶ **Save**

General settings for function keys

Display name

Description of function key. This name is shown on the display on the function key.

Provisioning

Function keys can automatically be assigned via provisioning.

No Assign key manually. It is blocked from overwriting via provisioning.

Yes The key can be assigned via provisioning. Manual settings will be overwritten here.

LED Colour

You can select the LED colour for the **BLF**, **Line** and **FAC** function keys. The LED is displayed on the function key with a coloured bar on the left side.



Settings for function keys

BLF

(Busy Lamp Field)

Assigns an extension/telephone to the function key. All configured telephones are listed.

- ▶ Select the extension from the **Device** list
- ▶ Select **LED Colour**

The LED shows the status of the extension. Statuses when setting **Default** for the **LED Colour** option:

Green	Device is in idle mode / available.
Yellow	An error has occurred.
Flashing red	Incoming call.
Red	The extension is engaged.

Quick dial

Assigns a number to the function key.

- ▶ Select a connection to use to dial the number ▶ Enter the number



If the entered number exists in a contact, the system copies the contact name as the display name.

Line

Assigns a specific connection (line) to the function key. The key is used to initiate or accept a call on this connection.

- ▶ Select a connection
- ▶ Select **LED Colour**

The LED shows the following statuses for **Default** setting:

Green	The line is available.
Red	The line is engaged.

Call divert

Enables call divert set up beforehand for the connection.

- ▶ Select the **Select line** for which call divert is set up

FAC

(Function Access Code) The key sends a code to the phone system or provider to enable/disable a function or service.

- ▶ Enter the codes to enable and disable the service.

Example: *71 Call divert enabled, *071 Call divert disabled

- ▶ Select **LED Colour**

The LED shows the following statuses for **Default** setting:

Green The service is enabled.

Red The service is not enabled.

DTMF

(Dual Tone Multifrequency)

Assigns the function key a number dialled using DTMF. This is used for example for querying network mailboxes using digit codes, for controlling dialogue systems (IVR) and for dialling into a conference call by entering a PIN.

- ▶ Enter the number to be dialled using DTMF signalling.

Next call anonymous

If the function is enabled, the next call is made anonymously.

- ▶ Select **LED Colour**

The LED shows the following statuses for **Default** setting:

Orange The function is activated.

Grey The function is not activated.

SIP URI

Assigns the function key a SIP URI (Internet phone number in SIP notation).

- ▶ Enter the SIP URI (e.g. sip:Susan.Brown@211.122.10.15)

Action URL

Assigns an Action URL to the function key. An Action URL is used by the phone to communicate with a Web server application.

- ▶ Enter the URL in the text field

PBX feature

Assigns a PABX function to the function key.

- ▶ Select action


Placing widgets on the display

- ▶ **Widget** ▶ From the **Widget** list, select the required widget ▶ **Save**

Call diverts

Displays the call divert rules configured in the Web user interface.

Size: 4x4

Actions: ▶ Enable/disable call divert ( = enabled)

Call lists

Displays the **All** call list entries.


Size: 4x4

Actions:

Dial a phone number: ▶ Tap an entry

Scroll through call list: ▶ Drag the bar on the right of the list down or up.

Saving a number to the directory: ▶ Tap  ▶ **Save number** ... The local directory is opened

Block a number: ▶ Tap  ▶ **Block number** ... The number is entered in the black list, calls with this number are no longer put through

Delete entry: ▶ Tap  ▶ **Delete**

Messages

Displays the number of missed calls and new voice messages.

or: **No missed calls or new voicemails**

Key size: 2x2, 2x4

Action: ▶ Tap the widget ... The appropriate information is displayed depending on the current message status:

New voice message: The Messages screen is opened with an answer machine overview. Entries with new voice messages are marked in orange. Local answer machines then open a visual voicemail list with the voice messages that you can listen to on speaker. Network mailboxes dial the configured number and you then hear the corresponding audio voicemail menu of the provider.

Missed call: The **Missed** call list is opened.

Contacts

Displays the name of the selected directory and the number of contacts in it. The directories that were actively set up are displayed.

Key size: 2x2

▶ Select which directory to display.

Action: ▶ Tap the widget ... The selected directory is opened

Editing or deleting function keys or widgets

▶ Touch and hold the object for at least three seconds ... A pop-up menu appears

Delete object: ▶ Confirm the **Clear** ▶ prompt with **Yes**

Edit object: ▶ Change **Edit** ▶ settings as required ▶ **Save**

Quickly accessing functions

Quickly accessing important functions in any operating situation.

Open quick access:

- ▶ Touch the bar at the top of the display and drag it down




Close quick access:

- ▶ Touch the bar and drag upwards.



You have quick access to the following functions:



Do not Disturb	Enable/disable call protection: Incoming calls are not signalled when enabled. The display shows  instead of the name.	▶ Press briefly
Divert Calls Always	Call divert type Always must be set up for the phone (→ p. 33). Enable/disable call divert: Edit call divert settings:	▶ Press briefly ▶ Press and hold
Bluetooth	Enable/disable Bluetooth function: Open Settings – Network – Bluetooth menu: If enabled, devices can be connected to Gigaset Fusion via Bluetooth (→ p. 62).	▶ Press briefly ▶ Press and hold
Info	Displays current system information, such as Firmware update available	
Smart Home	Call up the right menu for the message: Only displayed if a connection to Smart Home is set up (→ p. 66). Change alarm status of Smart Home account (Home, Away, Night, Custom):	▶ Press and hold ▶ Press briefly

Control key



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

Most functions can also be performed by touching the touch screen.

In the description below, the side of the Control key (up, down, right, left) that you have to press in the different operating situations is marked in black, e.g.  for "press right on the Control key" or  for "press the centre of the Control key".

In idle mode

Opening the main menu



Open the call lists



Open the directory assigned to the key



Press **briefly**

Open the list of available directories



Press and **hold**

In submenus and lists and selection fields

Select/confirm function



Scroll one line upwards/downwards



Press **briefly**

Scroll the list upwards/downwards



Press and **hold**

In input fields

Moves the cursor to the left/right one character at a time



Press **briefly**

During a call

Open the directory



Press **briefly**

Open the list of available online directories




Press and **hold**

Menu navigation

Many of the phone functions are displayed in a menu that consist of several layers.

Opening menu

▶ Tap  on the bottom right of the display


or: ▶ Press the Control key 

Select menu entry: ▶ Tap the required menu entry

or: ▶  Select menu entry ▶ Press the Control key 

The currently selected menu entry is marked with a black bar on the left and underlined in orange.

Go back one menu level: ▶ Tap  on the top left of the display

or: ▶ Press the Home key  briefly

Leave menu: ▶ Press and  hold the Home key







Menu access with password

Some menu functions, such as network settings, can only be carried out by the **Admin** user role. The phone recognises the following user roles:

User Only has limited access to some settings and system information.

Admin Has unlimited access to all phone functions.

Changing passwords:



▶  ▶  Settings ▶  Passwords & PIN's ▶  Admin password / User password ▶  Enter current password ▶ OK ▶  Enter new password ▶ Save




The settings also apply to access to the Web user interface.

Keypad lock

The keypad lock prevents any accidental use of the phone.

Locking the keypad: ▶  Press and **hold** ... The following icon appears on the display 




Unlocking the keypad:

▶  Press and **hold** ▶ Enter the keypad lock PIN (default: 1234)



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.

Dial emergency number when keypad lock is enabled:

▶  Press and **hold** ▶ **Emergency call** ... The list of emergency numbers saved in the system is displayed ▶  Select emergency number ▶  Lift the handset

Change PIN for keypad lock

- ▶  ▶  Settings ▶  Passwords & PIN's ▶  Keylock PIN ▶  Enter current PIN ▶  Enter new PIN ▶  Save

Text entry

Text entry is carried out using the virtual keyboard shown in the display or the phone keys.

Virtual keyboard

The virtual keyboard is shown when you tap an input field.



The virtual keyboard is enabled (default).

Enabling/disabling the virtual keyboard

- ▶  ▶  Settings ▶  Display ▶  Virtual keyboard ▶ Enable/disable the virtual keyboard with the switch ( = enabled)

If the virtual keyboard is disabled, use the phone keys for text entry.

Entering text

- ▶ Tap an input field ▶ Type letters, numbers or special characters

Move the cursor position:

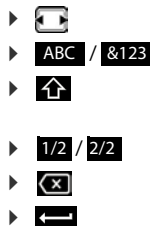
Switch between letters and numbers/special characters:

Switch between lower-case and upper-case letters (Shift):

Switch between two screens when entering numbers and special characters:

Delete text to the left of the cursor:

End entry in a text field:



Hide keyboard

- ▶ Tap the keyboard symbol on the bottom right

Phone keys



The virtual keyboard is disabled.

Multiple letters and numbers are assigned to each phone key between **2** and **9** and the **0** key. As soon as a key is pressed, the possible characters are displayed under the text field. The selected character is highlighted.

- ▶ Tap the input field ▶ **Briefly** press the key several times in succession until the required character is displayed

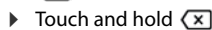
Move the cursor position:



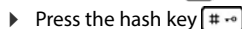
Delete characters to the left of the cursor:



Delete an entire entry:



Switch between lower case, upper case and digit entry mode:



Enter special characters:

- ▶ Press the ***** Star key ▶ Tap the required character or use to navigate to it and confirm it with

Wizards

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


	DECT device	Register DECT handset on phone
	DECT repeater	Set up DECT repeater to expand range
	SIP device	Register and set up SIP phones or other SIP devices
	SIP Connection	Set up phone connections
	Wi-Fi	Set up connection to a connected WLAN network
	Ringling group	Set up call groups
	Call divert rule	Define call divert rules
	Voicemail	Set up the answer machine
	IVR	Set up IVR (Interactive Voice Response)

In display menu

- ▶  ▶  **Wizards** ▶  Select a wizard

The following wizards are available: **SIP Phone, Dect, Group** (in **Devices & Groups** menu) and **External lines**

In Web user interface

- ▶ Open the Web user interface ▶ Click  in the Navigation bar at the bottom ▶ **Wizards** ▶ Select a wizard

The wizard guides you through the required steps.

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



Wizards are opened automatically for corresponding configuration activities.

Using the Web user interface

The Web user interface offers access to call lists, directories, messages and settings for the phone via a web browser on your PC or tablet.



Your phone is connected to the local network.

Starting the Web user interface

- ▶ Open Internet browser on PC/tablet
- ▶ Enter **gigaset-config** in the browser address field ... The login screen is displayed
If multiple Gigaset IP phones are available in your network, they are all displayed ▶ Select a device ... The login screen is displayed

or

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


Finding out the IP address of the phone

The IP address is displayed after you log in successfully to the setup wizard.

Displaying the IP address on the phone display:

- ▶  ▶  **Service** ▶  **Info** ... The IP address is displayed

Changing the language

The current language set is displayed on the login screen and all further Web user interface screens on the top right in the header next to the  icon.

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

Logging in

- ▶ Select user name (profile) ▶ Enter password (default: admin) ▶ **Login** ... The Web user interface is started, the **Overview** screen is displayed

User roles:

Admin Has unlimited access to all Web user interface functions.


User Only has limited access to some settings and system information.

Logging in for the first time

You are prompted to set a password.

- ▶ Enter a new password in the **New password** field and repeat it in the **Repeat password** field. The password must include the following:
 - At least one lower-case letter
 - At least one upper-case letter
 - At least one number
 - At least 8 characters, a maximum of 16 characters
 - At least one special character (a-z, A-Z, 0-9, & +_ # * " - / \ = % \$ ~ ^, ? ! : | () < > [] { })

Logging out


- ▶ Click the  icon on the top right in the header ▶ **Logout** ... The login screen is displayed again

Change profile


The password and the PIN for keypad lock are set in the profile. There are different profiles for the **Admin** and **User** user roles.

- ▶ Click the  icon on the top right in the header ▶ **Profile**

Changing the password for the Web user interface

- ▶ Click the  icon on the top right in the header ▶ **Profile** ▶ **Change Password** ▶ Enter current password ▶ Enter new password ▶ Repeat new password ▶ **Save**

Change PIN for keypad lock

- ▶ Click the  icon on the top right in the header ▶ **Profile** ▶ **Change PIN for keypad lock** ▶ Enter current PIN ▶ Enter new PIN ▶ Repeat new PIN ▶ **Save**

Overview screen (dashboard) for Web user interface

The overview screen is displayed when you start the Web user interface. It contains various graphic elements (widgets) with information about the operating mode of the phone components and provides quick access to important functions and settings.

Open the overview page from any operating situation in the Web user interface:

▶ Click the Gigaset logo in the header

or: ▶  Home ▶  Overview

System information

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


Calling numbers

Initiate call via keypad.


Call list

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

 Missed calls


 Accepted calls

 Outgoing calls

For **new** missed calls, the icon is coloured red .

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


Call back a caller: ▶ Click the entry

or: ▶ Click  next to the entry ▶ **Direct call**


Call back using another connection:

▶ Click  next to the entry ▶ **Select line** ▶ Select connection


Save a number in a directory:

▶ Click  next to the entry ▶ **Save No.** ▶ Select the local or central directory ... A form to create a new directory entry is opened

Block a number:

▶ Click  next to the entry ▶ **Block No.** ... The number is entered in the black list, calls with this number are no longer put through

Delete entry:

▶ Click  next to the entry ▶ **Delete**

Smart Home

Displays the Smart Home alarms currently active if Smart Home is set up. The alarms displayed depend on the set alarm mode.


Switch to alarm mode: ▶ Select the required alarm mode from the list (**Away / Custom / Home / Night**)

Set up Smart Home: ▶ In **Smart Home** click on the header ... The **Settings – Smart Home – Account** screen is opened

Call divert rules

Displays the currently configured call divert rules.

Enable/disable call divert:


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

Set up call divert:

▶ In **Call divert rules** click on the header ... The **Settings – Call diverts** screen is opened

Hardware reset

Reset device to default settings if the Web user interface is no longer accessible (for example, due to misconfiguration):

▶ Unplug power adapter ▶ Press and hold Control key centre  ▶ Plug power adapter back in ... The device restarts, all settings are reset to defaults

Making calls



Your phone is connected to the local network via cable or WLAN.
At least one VoIP connection has been set up and assigned to the telephone.

Calling numbers

On the telephone

▶ Enter the number ▶ Lift the handset

or: ▶ Lift the handset ▶ Enter the number ▶ **Dial**

For international calls, dial + first: ▶ Press and **hold** the key

Phoning handsfree:

▶ Enter the number ▶ Press the handsfree key

or: ▶ Enter the number ▶ **Dial**

Using the headset to make calls:

▶ Enter the number ▶ **Headset**



You can also switch between the handset, handsfree and headset at any time during a call.

In the following instructions, the icon also always stands for handsfree or headset mode.

Deleting incorrectly entered numbers: ▶

Cancel dialling: ▶ **Cancel**

The call is initiated via the connection assigned to the device for outgoing calls by default. To call using another connection or using a different telephone:

▶ Enter the number ▶ **Select line** ▶ Select a connection or telephone ... The call is initiated using the handsfree function ▶ If required Lift the handset

In Web user interface

▶ **Home** ▶ On the **Overview** screen, enter the number using the keypad ▶ Click ... The call is initiated on the phone via the speaker function

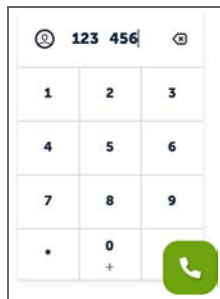
Delete the number in the input field: ▶

Conduct a call over the handset: ▶ Lift the handset

Ending a call: ▶ Click





Only one call can be managed at any one time. Use the telephone display to manage calls with multiple participants (consultation, call swapping, conference, ...).










Dialling from the directory

On the telephone

- ▶  Lift the handset ▶ **Contacts** ... The local phonebook is opened ▶  Select an entry ▶ Tap the number

or

- Local directory: ▶  **Briefly press** ▶  Select an entry ▶  Lift the handset
- Central directory: ▶  **Press and hold** ▶  **Central directory** ▶  Select an entry ▶  Lift the handset

If there are multiple numbers, the first will be selected.

or

- ▶  ▶ **Contacts** ▶  Open the directory ▶  Select an entry ▶  Lift the handset

In Web user interface

- ▶  **Home** ▶  **Contacts** ▶ **Local contacts / Central contacts** ▶ Select an entry

One number: ▶ Click the number



Multiple numbers: ▶ Click **Press to select** ▶ Select the number




... The call is initiated over the phone handsfree function ▶ If required  Lift handset

Dialling from a call list



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

On the telephone

- ▶  Lift the handset ▶ **Call list** ... The **All calls** call list is opened ▶ Tap another call list if required ▶  Select an entry ▶ Tap the number

or: ▶  Open the call lists ▶ Select a list ▶  Select an entry ▶  Lift the handset

In Web user interface

- ▶  **Home** ▶ On the **Overview** screen in the **Call list** widget, click the required entry ... The call is initiated over the phone handsfree function ▶ If required  Lift handset

Dialling a number using a function key

Dialling numbers with one press of a function key.



The function key is set up on the idle display and the required number is assigned to it.

- ▶ Tap on the function key.

Anonymous calling

If you enable the function, your number will not be displayed for the caller.



If the provider supports this function, this also applies to external calls.

In display menu

▶ ▶ **Settings** ▶ **Telephony** ▶ **Call settings** ... Under **Anonymous calls** you will see a list of set-up telephones ▶ Enable/disable withheld number function for each device with the switch (= enabled)

Accepting a call

An incoming call is indicated by ringing, by a display on the screen and by the flashing handsfree 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
- the line on which the call is coming in on

Accepting the call: ▶ Lift the handset
or: ▶ **Accept** ... The call is accepted using the handsfree function

Switch the ringtone off: ▶ **Silence**

Rejecting the call: ▶ **Reject**



When a call comes in, the system looks for a matching entry in the local directory. If the number is not found there, other directories are searched, if any have been configured.

Protection against unwanted calls

Activating/deactivating the ringtone

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

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

▶ Press and **hold** the Star key ▶ **Use beep sound**


Ringtone is switched off: the icon appears on the display

Ringtone is switched off and alert tone is switched on: the icon appears on the display

Switching the "Do not disturb" function on and off

Incoming calls are not signalled.

- ▶ Open quick access: Touch the bar at the top of the display and drag it down ▶ Tap **Do not Disturb** ... The function is enabled/disabled

When the function is enabled,  is shown on the display instead of the name

Protection from anonymous callers

If enabled, the handset does not ring if a call is from a withheld number.


In Web user interface

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


During a call

Changing the volume

Changing the volume of the handset, the handsfree function or the headset during a call.

Louder: 


The volume can be set at 10 levels. The current setting is displayed.

Quieter: 

Mute

Switching off the microphone in the handset, the handsfree facility and the headset. The other party to the call no longer hears what is being said.

Activating/deactivating the microphone: ▶ Press the Mute key 


Microphone is switched off: the Mute key  is illuminated

Switching the handsfree function on/off


Making calls via the speaker and the microphone of the handsfree function.

Switching on the handsfree function during a call:


- ▶ Press the handsfree key  ▶  Replace the handset

Handsfree function is switched on: the  key is illuminated

Switching off the handsfree function during a call:

- ▶  Lift the handset ▶ Continue the call through the handset

Ending a call

- ▶  Replace the handset or **Hangup**

Talking with several participants on the telephone

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 in the display and by the Call Waiting tone.

Accept a call:

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






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, another incoming call is signalled by a call waiting tone.

In display menu

- ▶  ▶  **Settings** ▶  **Telephony** ▶  **Call settings** ... Under **Call waiting** you will see a list of set-up telephones ▶ Enable/disable Call Waiting for each device with the switch ( = enabled)

In Web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **Call waiting** ... In **Call waiting** the registered telephones are listed ▶ Enable/disable Call Waiting with the check box ( = enabled)

Set the Call Waiting tone (only for your device):

- ▶ Select the required tone from the **Ringtone** list


Off	There is no Call Waiting tone. A waiting call is only shown visually on the display.
Single beep	Call Waiting is indicated with a beep in the handset.
Beep (every 4 sec.)	You can choose from various tone intervals.

Save the settings: ▶ **Save**

Two simultaneous incoming calls

When there are two simultaneous incoming calls, both are shown on the display. One call is shown enlarged on the display, an element with the number or name is shown on the top left for the second call.

Accepting the first call: ▶  Lift the handset

Accepting the other call: ▶ Tap the element for the second call ▶  Lift the handset

The call not taken is handled as a waiting call.

Consultation calls

You are conducting a call and want to call another participant.

- ▶ **Hold** ... The current call is put on hold, an element with the number or name is shown in the top left of the display, the participant hears on-hold music
- ▶ Initiate consultation call using the keypad, directory, call list or a function key ... The second participant is called ▶ Conduct call and end ... The connection to the first participant is resumed


Call swapping

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

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

To switch between the participants: ▶ Tap the call on hold ▶ **Resume**

End call swapping: ▶ **Hangup** ... The active call is ended, the call on hold is activated

- or: ▶  Replace the handset ... The two other participants are connected to each other.
- 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 conducting a call while a second participant is being held.

- ▶ Tap the call on hold ▶ **Conference** ... All participants are connected to each other

Add more participants: ▶ **Add** ... Both participants are put on hold ▶ Call more participants ... As soon as the call is accepted, the participant will be added to the conference call

Removing participants: ▶ Tap ✕

Ending a conference call: ▶ **Hangup**

Transferring a call

Forwarding a call to another external participant during the call

You are conducting a call.

- ▶ **Blind transfer** ▶ Initiate a call to another participant using the keypad, directory, call list or a function key ... As soon as the call is accepted, the call is transferred



It is always the active participant alone who is transferred. If a call is already being conducted, this will become the active call after transfer.

Connecting the callers to each other

You are conducting a call while a second participant is being held. You want to connect both participants to each other.

- ▶ Tap the call on hold ▶ **Transfer** ... The two participants are connected, your connection is ended

Call divert

Incoming calls are diverted to another line or an answer machine. You can set up Call divert for devices, connections and call groups.

You can also set up overall Call divert rules for multiple devices and connections, for example all incoming calls for a line are to be diverted to an answer machine from 6 p.m. onwards.



If calls are diverted to an answer machine, this must be set up beforehand in the Web user interface.

If you need an individual announcement for Call divert, you need to record this beforehand. Otherwise, a default announcement will be used.





Call divert can be set up for devices, call groups or connections. 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 no one answers after a defined period of time. |

Setting up Call divert


In Web user interface

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

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

- ▶ Select time from **Delay** list

Show Call divert for connections and call groups in the phone display menu:

- ▶ Enable/disable function with the switch next to **Show** ( = enabled) ... Call divert is listed under **Settings** ▶ **Telephony** ▶ **Call divert**

Save settings: ▶ **Save**

Enabling/disabling and editing Call divert


In display menu







Call divert is set up in the Web user interface. For Call divert for connections and call groups, the **Divert displayed on phone interface** option is enabled for the device.

- ▶  ▶  **Settings** ▶  **Telephony** ▶  **Call divert**

or

- ▶ Open Quick access ▶ Touch and hold **Divert Calls Always**
- ▶ Select device ... Call diverts (**Always / When busy / No Answer**) are displayed ▶ Enable/disable required Call divert with the switch ( = enabled) ▶ If required, change **Target** and/or corresponding number ▶ **Save**

In Web user interface



- ▶  **Settings** ▶  **Telephony** ▶ **Call diverts** ▶ Next to a device, connection or call group, click  ▶ Enable/disable required Call divert (**Always / When busy / When no answer**) with the switch ( = enabled) ▶ If required, change **Target** and/or corresponding number ▶ **Save**

Setting up Call divert rules

(Only for **Admin** user role)

You can set up Call divert rules for multiple devices, connections and call groups. If a Call divert rule is enabled, an incoming call will be handled immediately according to the rule and not forwarded to the relevant terminals.

In Web user interface

▶  **Settings** ▶  **Telephony** ▶ **Call diverts** ▶ **Call divert rules** ... The existing rules are listed ▶ **Add rule** ... The wizard for setting up Call divert rules is started

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

▶ Enter rule name ▶ Select enable mode

Scheduled Call divert is switched on and off automatically at set times

Manual Call divert is switched on and off manually when required.

For **Scheduled mode**: ▶ Setting up a schedule

▶ **Add days** ▶ Select day ▶ Set time period with timeline ▶ Click on the selected time period and set a precise start and end time if required ▶ Add more days if required ▶ **Next**

▶ Drag devices, groups and connections (numbers) to which this rule is to apply from the **Available devices and numbers** list up to the **Active Devices and Numbers** list ▶ **Next**

▶ Set mode and destination for Call divert

Announcement & Number The caller hears an announcement and is then diverted to a number.
▶ Select the required announcement from the list.

▶ Select the name/internal number of a telephone, call group or answer machine or enter **External Number**

Announcement The caller hears an announcement and then the connection is ended.
▶ Select the required announcement from the list.

Number The call is diverted to another internal or external number.

▶ Select the name/internal number of a telephone, call group or answer machine or enter **External Number**

▶ **Next** ... The settings are displayed again ▶ **Finish**

Enabling/disabling Call divert rules

In display menu



The Call divert rule is set up in the Web user interface.

- ▶ ▶ **Settings** ▶ **Telephony** ▶ **Call divert** ... The created Call divert rules are displayed ▶ Enable/disable the required rule with the switch (= enabled)

View rule details: ▶ Tap the entry

- or: ▶ Place the Call divert rule as a widget on the display ▶ Enable/disable the required rule with the switch (= enabled)

In Web user interface

- ▶ **Settings** ▶ **Telephony** ▶ **Call diverts** ▶ **Call divert rules** ... The created rules are displayed ▶ Enable/disable Call divert rule with the switch (= enabled)

Diverting unused numbers

If numbers are still available for the configured connections that are not currently assigned to a telephone, you can divert calls to these numbers to a specified extension. for example an answer machine, Reception or a secretariat.

In Web user interface

- ▶ **Settings** ▶ **Telephony** ▶ **Call diverts** ▶ **Unused numbers** ▶ Select divert destination

Announcement The caller hears an announcement.
▶ Select required announcement from the list



Voicemail number The caller is diverted to a local answer machine.
▶ Select the answer machine from the list

Internal number The caller is diverted to an internal number.
▶ Select the extension from the list

- Save the settings: ▶ **Save**

Call lists

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


All calls	All outgoing, accepted and missed calls.
Accepted calls	Calls that were accepted.
Missed calls	Calls that were not accepted (missed) If there are any missed calls you haven't viewed, the Message key flashes  . The  icon is displayed in the toolbar.
Outgoing calls	Last selected numbers (redial list).

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


The call lists are available on the phone and in the Web user interface.

Opening the call list



In display menu

▶  Press the control key up ... The calls on all lists (**All**) are displayed

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



or: ▶ Press the Message key  ... If there are missed calls you haven't viewed, the **Missed** list is displayed, otherwise **All**

In Web user interface

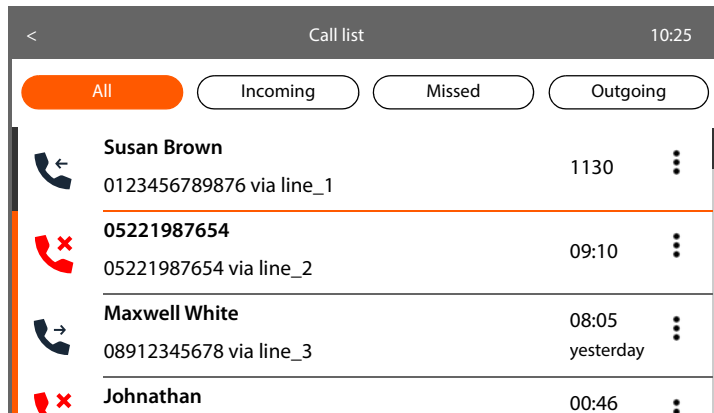
▶  **Home** ▶  **Overview** ▶ From the **Call list** menu, select the terminal whose call list you wish to display ... The calls on the selected terminal are listed with the name or number and the time of the call

Opening a 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**

Call lists (example: in display)



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

Information about the calls

- Icon for the call type:
 - Missed calls
 - Accepted calls
 - Outgoing calls
- Name of the caller if the number is stored in the directory
- Phone number of the caller or called party
- Line over which the call was conducted
- Time and date of call

Calling people back / repeating calls

In display menu

- ▶ Open the call list ▶ Tap the required list ▶ Select an entry ▶ Lift the handset ... The number is dialled

Conduct a call over the handsfree function: ▶ Press the Handsfree key


or: ▶ Tap an entry

In Web user interface

- ▶ Open the call list ▶ Select the required list ▶ Click an entry ... [The call is initiated using the handsfree function on the phone

Conduct a call over the handset: ▶ Lift the handset

Using a different connection for the call

- ▶ Next to the entry, tap  ▶ **Select line** ... The number is dialled using the selected connection


Copying a number to the directory

In display menu


Copy the number as a new contact or add to an existing contact in the local directory.

- ▶  Open the call list ▶  Select a list ▶  Select an entry ▶ Next to the entry, tap  ▶ **Save number** ... The local directory is opened

Creating a new directory entry:


- ▶ **New** ... A form for a directory entry is opened, the number is copied as a name and number under **Office** ▶  Complete directory entry ▶ **Save**

Adding a number to an existing directory entry:

- ▶  Select the directory entry ... The number from the call list is added to the entry ▶ Select number type if required ▶ **Save**

In Web user interface





Copy number as a new contact into the local or central directory.

- ▶ Open the call list ▶ Select required list ▶ Next to the entry, tap  ▶ **Save No.** ▶ Select **Local contacts** or **Central contacts** ▶ Create the entry ▶ **Save**


Blocking a number

Block numbers from unwanted callers. Blocked numbers are copied into a black list and not signalled in future.

In display menu

- ▶  Open the call list ▶  Select the list ▶  Select an entry ▶ Next to the entry, tap  ▶ **Block number** ▶ **Block** ... The number is copied into the black list

In Web user interface

- ▶ Open the call list ▶ Select the required list ▶ Next to the entry, tap  ▶ **Block No.** ▶ Confirm with **Ok** ... The number is copied into the black list



Use the Web user interface to edit the black list.

Deleting entries




In display menu

Delete an entry or the entire list.

Deleting an entry:

- ▶  Open the call list ▶  Select a list ▶  Select an entry ▶ Next to the entry, tap  ▶ **Clear** ▶ Confirm with **Yes**

Deleting all the entries in the list currently selected:

- ▶  Open the call list ▶  Select a list ▶ Next to any entry, tap  ▶ **Delete list** ▶ Confirm with **Yes**


In Web user interface


Delete an entry.

- ▶ Open the call list ▶ Select the required list ▶ Next to the entry, click  ▶ **Delete** ▶ Confirm with **Ok**

Opening the Message Centre (MWI)

The telephone gives you quick access to missed calls and new voice messages by simply pressing a key (MWI = Message Waiting Indicator).

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

-  The Message key can be assigned to all answer machines on Gigaset Fusion, but only one answer machine on the other telephones (handsets and SIP telephones). Assignment can be carried out under Device settings in the Web user interface.


Icons in the toolbar show incoming new calls or voice messages.

New missed call:



New voice message:



-  The respective number of missed calls or new voice messages is shown next to the icons if this is enabled in the advanced telephone settings in the Web user interface.

Displaying messages

On the telephone

The Message key flashes. If the **Messages** widget is placed on the idle display, it is coloured red.

▶ Press the Message key 

or: ▶ Tap the widget


Missed calls indicated:

The **Missed** call list is opened.

New messages available:

The Messages screen is opened. Answer machines with new voice messages are coloured red.

Local answer machine: the list of voice messages is displayed.

▶ Tap  ... The message is played over the phone speaker

Network mailbox: the configured number is dialled. The provider's interactive voice menu takes you through the steps required to listen to the message.

In Web user interface

On the overview page under **Status list**, the number of recently missed calls and new voice messages is coloured orange.



▶  Home ▶  Overview

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

New voice messages: ▶ Under **Status list** click **New voicemails** ... The **Voicemails** list is displayed

Opening messages lists via the menu

In display menu

▶  ▶  Messages ... There is an entry for the call lists and every configured call.

In Web user interface




▶  Home ▶  Messages ▶ Call list / Voicemail

Display number of missed calls and voice messages

(Only for **Admin** user role)

Specify whether the respective number is to be displayed next to the icons for missed calls and new voice messages.

In Web user interface

▶  Settings ▶  Telephony ▶ Advanced settings ▶ Count Calls/Voicemails ▶ Enable/disable function with the switch ( = enabled) ▶ Save

Directories

The phone makes various directories available. The directories are accessible both via the phone display and the Web user interface.

Local directory	Individual for the directory valid for Gigaset Fusion Connected handsets have their own local directory. They are not affected by the settings.
Central directory	Joint directory available on the desktop phone and HX handsets. It can be edited on all devices.
More directories	Directories available over a network, for example, a company directory or public directory on the Internet. These directories must be set up and released in the Web user interface (Admin user role).



The local directory is the default directory. That means that it is the directory that is opened with the Control key and into which entries are copied from the call lists with the **Save number** function.

Display complete list of configured directories:

- ▶ Press and **hold** the Control key

You can change the assignment of directories to the Control key on the following screen: **Settings – Device – Keys & Widgets**

Contacts on telephone

Open the directory

Local directory: ▶ Press Control key down

Local or central directory:

- ▶ ▶ **Contacts** ▶ **Local directory / Central directory**



The entries are sorted alphabetically by surname by default. You can change the sorting order in the **Settings** menu.

Searching contacts

- ▶ Scroll to the required contact

or: ▶ Tap ▶ Enter the first letters of the first name or surname ... When matching entries are found, they are displayed ▶ Select the required contact



Creating a new contact

An entry contains the name and/or surname and up to six numbers.

Also in local directory: Company name and email address

- ▶  Open the directory ▶ **New** ▶  Enter **Name** and **Surname**
- ▶ Select number type (**Office, Mobile, Home**) ▶  Enter the number

Entering more numbers:



- ▶ **Add phone** ... An additional input field is added for a number ▶ Select number type ▶  Enter the number
- ▶ Optional for local directory:  Complete the **Company** and **E-mail** input fields
- ▶ **Save**





You must enter at least one number.

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



Editing contact data

- ▶  Open the directory ▶  Select a contact ▶ **Edit** ... The entry is opened ▶ Make the required changes ▶ **Save**

Copying a contact from local to central directory

- ▶  Open the directory ▶  Select a contact ▶ **Copy to Central** ▶ **Copy** ... The directory entry is copied to the central directory, details for **Company** and **E-mail** will be ignored

Deleting a contact

- ▶  Open the directory ▶  Select a contact ▶ **Delete contact** ▶ **Delete**

Contacts in the Web user interface

Open the directory

- ▶  Home ▶  Contacts ▶ Local contacts / Central contacts



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

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

Scroll through directory:

- ▶ Switch between the screens using the scroll element on the bottom right. < 1 2 >

Change the number of contacts displayed on a screen:



- ▶ Use the selection element on the bottom left to select entries

10 ▼

Creating a new contact

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

Also in local directory: Company name and email address

- ▶  Home ▶  Contacts ▶ Local contacts / Central contacts ▶ Add
- ▶ Enter **First name** and **Last name**
- ▶ Select number type (**Home / Mobile / Office**) ▶ Enter the number

Entering more numbers:




- ▶ **Add number** ... An additional input field is added for a number ▶ Select number type ▶ Enter the number
- ▶ Optional for local directory: Complete the **Company** and **E-mail** input fields
- ▶ **Save**



You must enter at least one number.




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

Editing contact data

- ▶  Home ▶  Contacts ▶ Local contacts / Central contacts ▶ Tap  next to the entry ▶ **Edit** ▶ Make the required changes ▶ **Save**




Copying a contact

Copy contacts between the local and central directory and add contacts from both directories to the emergency numbers:

- ▶  Home ▶  Contacts ▶ Local contacts / Central contacts ▶ Tap  next to the entry ▶ Copy to ▶ Select the destination ... The contact is copied

Downloading a contact




Download contacts in XML format and save on a computer:

- ▶  Home ▶  Contacts ▶ Local contacts / Central contacts ▶ Tap  next to the entry ▶ Download ▶ In the system dialog field for file selection, select the location where the directory is to be saved and change the file name if required



Contacts saved as an XML file can be imported into the directories in the **Settings** menu.

Deleting a contact

- ▶  Home ▶  Contacts ▶ Local contacts / Central contacts ▶ Tap  next to the entry ▶ Delete ▶ Confirm deletion with Ok

Selecting multiple contacts when copying, downloading, deleting

Multiple or all contacts Simultaneously copy, download or delete:




- Multiple: ▶ Mark the box on the left next to the contacts (= selected)
- All: ▶ Mark the box at the top of the table
- ▶ Click the **Copy to**, **Download** or **Delete** function in the header

Settings for directories



Change the sorting order

Directory entries can be sorted by first name or surname.

In the phone display

- ▶  ▶  Settings ▶  Select Contacts order ▶ Name / Surname (= selected) ▶ Save

In Web user interface

- ▶  Settings ▶  Contacts ▶ Contacts ▶ Display settings ▶ Select First name or Last name (= selected) ▶ Save

Set name for local directory

Only for the **Admin** user role in the Web user interface.



Set the name under which the local directory is to be made available on the phone.

- ▶  **Settings** ▶  **Contacts** ▶ **Contacts** ▶ Under **Local contacts** enter the name in the **Directory name** text field ▶ **Save**

Saving/importing directory

Only for the **Admin** user role in the Web user interface.

Save contacts as XML file or import from this file.

- ▶  **Settings** ▶  **Contacts** ▶ **Contacts** ▶ Under **Local contacts** or **Central contacts**
 - Save:
 - ▶ **Save contacts** ▶ In the system dialog field for file selection, select the location where the directory is to be saved and change the file name if required
 - Importing:
 - ▶ **Browse** ▶ Select the directory saved in the computer file system

When importing,

- Contacts with identical first and last names will be overwritten. If only one name is identical, a new contact is created.
- Numbers added
- Overwrite email addresses and company names



Setting up more directories

Only for the **Admin** user role in the Web user interface.

Alongside the local and central directories, the Gigaset Fusion can offer more directories.

Google contacts / contacts from Microsoft 365

You can make Google or Microsoft account contacts available on the phone and in the Web user interface. Generate an activation code to link the provider device screen to the user account.

- ▶  **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 the link to the Google or Microsoft device screen ▶ Enter the activation code ▶ **Next** ▶ Log in to your Google or Microsoft account or create a new account ... Authentication is verified and the connection is made if verification is successful






Access to the contacts is read-only. You cannot edit or delete the contacts. Contacts can be copied into the local or central directory.


Synchronisation with the platform is carried out every 15 minutes.

LDAP contacts

You can make a company directory in LDAP format available on the phone and in the Web user interface.

- ▶  **Settings** ▶  **Contacts** ▶ **LDAP contacts** ▶ Enable/disable LDAP with the switch ( = enabled) ▶ Enter the name to be used to display the directory on the phone

Searching for LDAP directory when dialling when there are incoming calls:

- ▶ Enable/disable name search with the switch ( = enabled)

Access data for the LDAP server

- Server address** ▶ Enter the URL of the LDAP server
- Server port** ▶ Enter the port on the LDAP server at which the database query is expected, default setting = 389

- LDAP search base (BaseDN)** ▶ Set where the search is to start

The LDAP database is hierarchical in design. Use this parameter to determine what level the search is to start at. Default setting = 0, the search starts at the top of the LDAP database

- Username Password** ▶ Enter the access data for the LDAP server

- LDAP via TLS** ▶ Select the security process for LDAP data traffic

LDAP data traffic between the phone system and the LDAP server is transferred via an unsecured connection by default. If you select a security process, the data traffic is encrypted. You will need to install a CA certificate signed by the LDAP server on the phone for this.

Filter

- ▶ Set name and number filters

Use the filters to define criteria to search for specific entries in the LDAP database. A filter consists of at least one search criterion. A search criterion contains the query for an LDAP attribute.

Example: sn=%

The **sn** attribute stands for surname. The percent sign (%) is a placeholder for the user entry.

Rules for defining filters:

- Multiple criteria can be connected using logical AND (&) and/or OR (|) operators.
- The logical operators "&" and "|" are placed before the search criteria.
- The search criterion must be placed in brackets and the whole expression must be closed with a bracket again.
- AND and OR operations can be combined.

Examples:

AND operation: (& (givenName=%) (mail=%))

Searches for entries in which the first name **and** email address begin with the characters entered by the user.

OR operation: (| (displayName=%) (sn=%))

Searches for entries in which the display name **or** surname begins with the characters entered by the user.

Combined operation: (|(& (displayName=%) (mail=%))(& (sn=%) (mail=%)))

Searches for entries in which the display name **and** email address **or** the surname **and** email address begin with the characters entered by the user.

Name filter

The attribute used for the search depends on the name filter.

Example:

(displayName=%). The percent sign (%) is replaced by the name or name part entered by the user.

For example, if the user enters the letter "A", all entries in the LDAP database whose **display-Name** attribute starts with "A" are searched. If the user then enters "b", entries whose **display-Name** starts with "Ab" are searched.

Number filter

The number filter stipulates the criteria for the automatic completion of telephone numbers.

Example:

((telephoneNumber=%)(mobile=%)). The percent sign (%) is replaced by the part of the telephone number entered by the user.

When dialling, if a user enters the numbers "123", for example, all telephone numbers that begin with "123" are searched for in the LDAP database. The telephone number is completed with the addition of information from the database.

Max. number of search results

- ▶ Enter the maximum number of search results to be delivered by the search process

Configuration of contact entries

- ▶ Define how the search result is to be displayed on the handset

Here, you can enter combinations of different name and number attributes and special characters. You can select valid formats from the list displayed in **Configuration of contact entries**.

To display the attribute values for the required attribute, there must be a percent sign (%) in front of the attribute name.

Example:

Directory entry data on the LDAP server:

displayName	Peter Black	homePhone	089987654321
givenName	Peter	telephoneNumber	0891234567890
sn	Black	mobile	012398765432

Attribute definition in the Web user interface:

Display format %sn,%givenName;%telephoneNumber/%mobile

The entry is shown on the phone as follows:

Black, Peter; 0891234567890/012398765432

Attributes

Various attributes are defined in the LDAP database for a directory entry, e.g. surname, first name, phone number, address, company etc. The quantity of all attributes which can be saved in one entry is saved in the respective LDAP server scheme. In order to be able to access attributes or define search filters, you must know the attributes and their designation in the LDAP server. The majority of attribute designations are standardised, however specific attributes can also be defined.

- ▶ Enter the name of the corresponding LDAP attribute for each directory entry field to be displayed on the phone; multiple attributes should be separated by commas.



The default is

Phone entry field	Attribute name in the LDAP database
First name	givenName
Surname	sn
Phone (home)	homePhone
Phone (office)	telephoneNumber
Phone (mobile)	mobile
E-mail	mail
Fax	facsimileTelephoneNumber
Company	Company
Street	street
City	
Zip	postalCode
Country	friendlyCountryName

Save screen settings: ▶ **Save**

XML contacts

You can make a public directory or company directory in XML format available on the phone and in the Web user interface.

- ▶  **Settings** ▶  **Contacts** ▶ **XML contacts** ▶ Enter the provider access data (name, server URL, user name and password)
- ▶ Select the numbers to be displayed from the **Number filter** list.

bp	Business partner	Office numbers
in	Internal	Internal numbers
mb	Mobile	Mobile numbers
hm	Home	Private numbers

Search XML directory when dialling numbers and/or for incoming calls:

- ▶ Enable/disable the required name search with the switch (= enabled)

Which provider directory do you want to use:

- ▶ Under **Contact usage** Enable/disable the required directory with the switch (= enabled) ▶ Enter the name to be used to display the directory on the phone

Save screen settings: ▶ **Save**



Information about permitted XML formats → wiki.gigasetpro.com




Answer machine and IVR


Answer machines

The phone makes five local answer machines available. Network mailboxes can also be enabled for configured connections if this is offered by the provider.

Local answer machines


In display menu


▶  ▶  **Settings** ▶  **Voicemail** ... Answer machines that have already been set up are displayed with their names

Further settings: ▶ Tap  on the right next to the entry


Changing the settings: ▶ **Edit** ▶ Change settings as required ▶ **Save**

In Web user interface

▶  **Settings** ▶  **Telephony** ▶ **Voicemails** ▶ **Local voicemail boxes** ... Answer machines that have already been set up are displayed with the following information:




Name	Answer machine name; any name can be assigned during setup.
Number	Internal number for answer machine
Announcement	Name of selected announcement. You can use a personally recorded announcement or the default announcement.
Messages	On: The caller can leave a message. Off: The caller cannot leave a message.
Activation	Answer machine enabled/not enabled ( = enabled)

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

Delete answer machine: ▶ Click  ▶ Confirm with **Ok**



Set up the answer machine

In display menu

▶  ▶  **Settings** ▶  **Voicemail** ▶ **Add new** ... The answer machine setup wizard is started

or: ▶  ▶  **Wizards** ▶  **Voicemail**

In Web user interface

▶  **Settings** ▶  **Telephony** ▶ **Voicemails** ▶ **Add** ▶ **Voicemailbox** ... The answer machine setup wizard is started

In the display menu and Web user interface

- ▶ Enter a name for the answer machine ▶ **Next** ▶ Select an announcement that has already been saved or record a new announcement ▶ **Next** ▶ Allow/do not allow voice messages to be saved



= enabled

The caller hears the announcement and can then leave a voice message ▶ Select maximum recording length




= not enabled

The caller only hears the announcement

- ▶ **Next** ▶ Select devices to be notified of a new voice message ▶ **Next**




= selected

If there are new voice messages, the Message key  on the selected devices flashes (MWI).

... The settings are displayed again ▶ **Finish** ... The answer machine is entered in the list

Additional settings in Web user interface:

Enable PIN:

If enabled, a PIN has to be entered to play back the voice messages on the phone ( = enabled)



To access voice messages on a handset, the corresponding number of the answer machine (e.g. **81) has to be entered as a network AB number as a one-off. A handset considers all answer machines to be network mailboxes.

Network mailbox





A network mailbox accepts incoming calls on the corresponding line. In order to record all calls, a network mailbox should be enabled for all telephone connections.






A network mailbox is made available by the provider.

The time settings of the network mailbox may conflict with the local call divert settings. Always check both settings if errors occur.

In display menu

- ▶  ▶  **Settings** ▶  **Voicemail** ... A network mailbox is entered for each configured connection ▶ Tap > on the right next to the entry ▶ **Edit** ▶  Enter the number for the network mailbox ▶ **Save**




In Web user interface


- ▶  **Settings** ▶  **Telephony** ▶ **Voicemails** ▶ **Network Voicemail Box** ... A network mailbox is entered for each configured connection ▶ Tap  next to the entry ▶ Enter the number of the network mailbox ▶ **Save**

Assigning answer machines to telephones

The Gigaset Fusion can use multiple answer machines and therefore receive MWI notifications. SIP and DECT devices always only receive notifications for one answer machine. If multiple answer machines are assigned to these devices, the answer machine set up most recently on the device is indicated.

Check/change assignment:

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ Click  next to the entry for your own device, an SIP phone or DECT handset . . . Under **Message configuration** the local and network mailboxes that have been set up are listed

Own device The enabled answer machines are marked with 

- ▶ Enable/disable answer machine as required





SIP devices and DECT The enabled answer machine is marked with 

handsets:




- ▶ If required, select another answer machine or **No selection**

Switching the answer machine one/off

In display menu

- ▶  ▶  **Settings** ▶  **Voicemail** . . . The answer machines set up for the telephone are displayed ▶ Enable/disable answer machine with the switch ( = enabled)

In Web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Voicemails** . . . The answer machines set up for the telephone are displayed ▶ Enable/disable answer machine with the switch ( = enabled)

Playing back voice messages





At least one answer machine is set up and enabled.

On the telephone

- ▶ Dial the internal number for the answer machine, e.g. **81 . . . An interactive voice response starts

or

- ▶  ▶  **Messages** ▶ Select an answer machine . . . The voice messages on the answer machine are listed with the caller number or name, message duration and date/time ▶ Tap the voice message



The internal number is displayed in the Web user interface in the **Local voicemail boxes** list.

For quick access to your voice messages:

- ▶ Assign the internal number of the answer machine to a function key as a speed dial

or

- ▶ Place the **Messages** widget on the idle display

In Web user interface

- ▶ Home ▶ Messages ▶ Voicemail ... The voice messages on all answer machines are listed ▶ Click the icon next to the entry ... The message is played over the phone speaker

New messages

If there is a new voice message, this is displayed in various ways.

In the toolbar

The icon is displayed in the toolbar.

With the Message key (MWI)



In Device settings on the phone, the answer machine is selected under the **Message configuration** option.

→ Settings ▶ Telephony ▶ Phone devices

The Message key flashes.

- ▶ Press the Message key ... The Messages list is opened

In the widget Messages



The **Messages** widget is placed on the display.

The **Messages** widget is coloured orange and contains the number of new messages.

- ▶ Tap the widget ... The messages list is opened

In the messages list

The voice message is entered in the phone messages list. The **Messages** menu entry is coloured red.



In the Web user interface overview



In the overview under **Status list – New voicemails** it is counted as a new message and the number of new voice messages is coloured red.

- ▶ Tap **New voicemails** ... The messages list for the Web user interface is opened


Actions for voice messages


In display menu


- ▶  ▶  **Messages** ... All local answer machines that have been set up are listed ▶ Tap an answer machine ... The list of voice messages on this answer machine is opened

- Play back: ▶ Tap the voice message
or: ▶ Tap  ▶ **Play message**
Cancel playback: ▶ 



- Call back a caller: ▶ Tap  ▶ **Make call** ... The call is initiated



- Saving a number to the directory: ▶ Tap  ▶ **Save number** ▶ Set up a new entry for this number or select an existing entry to which to add the number


- Copy a number to the black list: ▶ Tap  ▶ **Block number** ▶ Confirm with **Block** ... Calls from this number will no longer be put through


- Delete entry: ▶ Tap  ▶ **Delete** ▶ Confirm with **Yes**


In Web user interface


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


- Play back: ▶ Tap the  icon next to the voice message
Cancel playback: ▶ 

- Call back a caller: ▶ Click the number ... The call is initiated over the phone speaker
or: ▶ Click  ▶ **Direct call**

- Select connection for callback: ▶ Tap  ▶ **Select line** ▶ Select a connection ... The call is initiated using the selected connection

- Saving a number to the directory: ▶ Click  ▶ **New contact** ▶ Select **Local contacts** or **Central contacts** ▶ Create entry



- Copy a number to the black list: ▶ Tap  ▶ **Block** ▶ Confirm with **Ok** ... Calls from this number will no longer be put through

- Delete entry: ▶ Click  ▶ **Delete** ▶ Confirm with **Ok**

Interactive Voice Response (IVR)


You can set up two Interactive Voice Responses. This means you direct questions automatically to a caller that they answer using the Select key. Depending on the answer, the caller either receives certain information or the call is forwarded to an extension or answer machine. Questions and information are saved as announcements in the system.

In Web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Voicemails** ▶ **Interactive Voice Response (IVR)** ... IVR already configured are displayed with names, incoming and outgoing numbers

Enabling/disabling IVR: ▶ Click the switch ( = enabled)

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

Delete IVR: ▶ Click  ▶ **Confirm with Ok**

Setting up Interactive Voice Response

- ▶  **Settings** ▶  **Telephony** ▶ **Voicemails** ▶ **Add** ▶ **Interactive voice menu** ... The IVR setup wizard is started

or: ▶  **Wizards** ▶ **IVR**

- ▶ Enter IVR name ▶ Select an internal number for IVR from the list ▶ Select numbers for incoming and outgoing calls from the lists ▶ **Next**



To prevent misconfiguration, only the numbers that are freely available and not already used in other groups or devices are displayed.

- ▶ Select an already saved announcement or record a new announcement ▶ Select the delay time for the announcement ▶ **Next**

- ▶ Define the IVR sequence

If ▶ Select the key to be pressed by the caller to trigger a certain action

Then ▶ Select the action to be carried out when the caller presses the key (**Play audio file** / **Hangup** / **Go to extension** / **Repeat announcement** / **Voice-mail**)

Value Depending on the selection in the **Then** column. If you select **Go to extension** enter the internal number of the extension; if you select **Voice-mail** select an answer machine from the list.

Define more keys: ▶ Click **Add a Key** ▶ Enter settings ▶ **Next**

- ▶ Specify what happens if no caller entry is detected:

An announcement is played and repeated a maximum of three times. The set action is then carried out: **Hangup** (default) / **Play audio file** / **Go to extension** / **Repeat announcement** / **Voice-mail**

- ▶ **Next** ... The settings are displayed again ▶ **Finish**

Announcements


Upload or record your own announcement for the answer machines, interactive voice menu and call divert.

In display menu


- ▶  ▶  **Settings** ▶  **Sounds & Audio** ▶  **Announcements** ... Existing recordings are displayed with name and duration

Playing back the



- announcement: ▶ Tap  ▶ Stop with  **Stop**

- Delete announcement: ▶ Tap  ▶ **Delete**



Recording a new announcement:

- ▶ **Add** ... The phone rings ▶  Lift the handset ▶ Record the announcement ▶ **Done** ... The announcement is entered in the list of announcements, the date and time of recording are used as the name


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 over the phone speaker ▶ Stop with  **Stop**

Change the announce-

- ment name: ▶ Next to the entry, click  ▶ Enter a new name ▶ **Save**

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

Load voice file:




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

- ▶ Drag the voice file from your computer file system to 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 memory used is displayed next to **Memory**.

Recording an announcement:

- ▶ Click **Start recording** ▶ **OK** ... The phone rings ▶  Lift the handset ▶ Record the announcement ▶ **Done** ... The announcement is entered in the list of announcement, the date and time of recording are used as the name

Additional functions

Door interphone

The telephone can operate a door interphone.



For door interphone authentication, you need the device SIP password and user name and the DTMF code to open the door.

Setting up a door interphone

The door interphone must be entered as a SIP device in the list of telephones. Not all the parameters relevant for SIP phones are relevant for door interphones.

In Web user interface

- ▶ **Settings** ▶ **Telephony** ▶ **Phone devices** ▶ **Add ...** The device wizard is started ▶ Select the **SIP Device** device type ▶ **Next**

Device Name ▶ Enter the door interphone name in the network

Internal phone number / Username ▶ Select the internal number for the door interphone

Authentication password / SIP username ▶ Enter the device SIP password and user name

- ▶ Enable the door interphone with the switch (= enabled) ▶ **Next**

DTMF code (open door) The DTMF code is sent from the phone to the door interphone to open the door.

- ▶ Enter the DTMF code for the door interphone

Username / Password ▶ Enter the access data for access to the door interphone video stream (if required)

If the door interphone has a camera:

Camera (URL) ▶ Enter the camera URL

Picture refresh time ▶ Enter time interval for refreshing the camera image
Unit: fps (frames per second)

- ▶ **Next ...** The **Number assignment** and **MWI Assignment** screens are not relevant for door interphones ▶ Skip these with **Next**

The settings are displayed again. Complete set-up: ▶ **Finish**




Only cameras that support the motion JPEG (mjpeg) image format are supported.

Operating door interphones

If someone rings at the door interphone, this is signalled like an incoming call on the phone. The name of the door interphone is displayed as the caller. If a camera is assigned to the door interphone, the camera image is displayed.

End the connection to the door interphone without opening the door: ▶ **Reject**

Hold a conversation via the door interphone: ▶  Lift the handset

Open the door: ▶ **Open door** ... The DTMF code is sent, the door opens



If you are conducting a telephone call, the ring at the door is signalled by a Call Waiting tone. You can either reject the call or accept and open the door. When the connection to the door interphone is ended, the previous connection is restored. Toggling between calls is not possible.

An incoming call is signalled as a Call Waiting if you are already connected to the door interphone. If you accept the call, the connection to the door interphone is put on hold. The video is ended and restarted if the call with the door interphone is the only call.

DECT handsets



For freedom of movement while using the phone, you can register up to eight cordless DECT handsets on the Gigaset Fusion.

Registering a DECT handset

In display menu

▶  ▶  **Settings** ▶  **Telephony** ▶  **Devices** ▶ **Add** ... The device wizard is opened ▶ Select the **Dect** device type ▶ **Next**

In Web user interface

▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ **Add** ... The device wizard is opened ▶ Select the **DECT handset** device type ▶ **Next** ... Information about the registration process is displayed ▶ **Next**

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

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



Detailed information on the registration process on the handset:




→ Operating instructions for your handset

Swapping a DECT handset

Replace a handset with another one if a handset is to be swapped. All settings linked to the first handset will be maintained, only the DECT registration will change.

This function is also helpful if you have installed a backup file, as some settings cannot be copied across when backing up the system (DECT registration, Bluetooth registration, Google/Microsoft accounts, Gigaset account for Smart Home).

In Web user interface

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

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

DECT settings

Enabling/disabling ECO DECT

The device range is set to maximum by default. This guarantees the best connection between handset and base. In idle mode, the handset does not transmit (it is radiation-free). Only the base maintains contact with the handset using weak wireless signals. During a call, the transmit power automatically adapts to the distance between base and handset. The shorter the distance to the base, the lower the radiation.

Further reduce radiation:


- Eco mode:** Reduce radiation by up to 80%.
If ECO mode is switched on, the range is reduced by approx. 50%.
- Eco mode +:** Deactivate radiation in idle mode.

The ECO DECT functions cannot be enabled if Smart Home is in use.

In display menu

- ▶  ▶  **Settings** ▶  **Telephony** ▶  **Dect** ▶ **Eco mode/Eco mode + Enable/disable** with the switch ( = enabled)

In Web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **DECT settings** ▶ **Eco Mode/Eco Mode+** Enable/disable with the switch ( = enabled)



Setting registration PIN

The registration PIN must be entered during the registration process on the handset or repeater. A new one can be generated automatically for each registration or you can set a fixed registration PIN manually.

In display menu

- ▶  ▶  Settings ▶  Passwords & PIN's ▶  DECT Registration PIN ▶  Enter administrator password ▶ OK ▶ Set registration mode


In Web user interface

- ▶  Settings ▶  Telephony ▶ Advanced settings ▶ DECT settings ▶ Set registration mode

Generate new registration PIN for each registration process:

- ▶ Select **Random** ( = selected)

Set fixed registration PIN:

- ▶ Select **User defined** ( = selected) ▶ Enter registration PIN in text field



Save settings: ▶ **Save**

Connecting DECT repeater


A repeater increases the receiving range between the Gigaset handset and base. You can register up to two repeaters.

More information on Gigaset repeaters is available from the repeater user guide and → www.gigaset.com.

In Web user interface

- ▶  Settings ▶  Telephony ▶ Phone devices ▶ Add ... The Devices wizard is started ▶ Select the **DECT Repeater HX** device type ▶ **Next** ▶ And again **Next** ▶ Start DECT registration on the repeater ... If a repeater is detected in registration mode within two minutes, it is registered ▶ **Finish**

You can change the name of the repeater if required.






-  Detailed information on the registration process on the repeater:
→ User guide for your repeater

Bluetooth




Bluetooth-capable devices can be connected to the phone, for example, headsets and handsets or PCs, tablets and mobile phones for data transfer.


Enabling/disabling Bluetooth

In display menu


Quick access: ▶ Touch the bar at the top of the display and drag it down ▶ Tap **Bluetooth**
 or: ▶  ▶  **Settings** ▶  **Network** ▶  **Bluetooth** ▶ Enable/disable the function with the switch ( = enabled)

In Web user interface





▶  **Settings** ▶  **Network** ▶ **Bluetooth** ▶ Enable/disable the function with the switch ( = enabled)

If Bluetooth is enabled, the display shows the  icon.

Connecting devices

 Devices that you want to connect to Gigaset Fusion via Bluetooth must be visible via Bluetooth. Check the device settings if required.

In display menu



Quick access: ▶ Touch the bar at the top of the display and drag it down ▶ Hold **Bluetooth** for at least 2 seconds
 or: ▶  ▶  **Settings** ▶  **Network** ▶  **Bluetooth**


... Devices in range are listed under **Available devices**


▶ Tap the required device ... The connection process is started, a Bluetooth PIN is displayed ▶ Confirm connection to both devices ... The device is entered under **Paired devices**

Disconnect device: ▶ Tap > next to the entry ▶ **Unpair**


In Web user interface

▶  **Settings** ▶  **Network** ▶ **Bluetooth** ... Devices in range are listed under **Available devices**

▶ Click  next to the entry ▶ **Pair** ... The connection process is started ▶ Confirm connection to both devices ... The device is entered under **Paired devices**

Change the device name: ▶ Click  next to the entry ▶ Change name ▶ **Save**

Disconnect device: ▶ Click  next to the entry ▶ **Remove**

 The connection process depends on the device you wish to establish the Bluetooth connection with. You may need to confirm a connection PIN to be swapped between the devices or you may need to enter the PIN on the partner device.



Changing the name of your own device

Gigaset Fusion is displayed with Bluetooth name and Bluetooth address (MAC address of Bluetooth interface).




In display menu

Quick access: ▶ Touch the bar at the top of the display and drag it down ▶ Hold **Bluetooth** for at least 2 seconds

or: ▶  ▶  **Settings** ▶  **Network** ▶  **Bluetooth**

▶ Tap **Own device** under the entry ▶  Delete the content of the **Bluetooth Name** field ▶  Enter new name ▶ **Save**

In Web user interface

▶  **Settings** ▶  **Network** ▶ **Bluetooth** ▶ Next to the entry under **Own device** click  ▶ In the Name field, enter a new name ▶ **Save**

Transferring contacts via Bluetooth

Gigaset Fusion can swap contacts with other phones, for example, a smartphone or a Gigaset handset.


Allowing/preventing access to contacts

If the function is enabled, the connected device can access the contacts on Gigaset Fusion. For example, on a Gigaset handset, the local directory can be attached as a Bluetooth directory.





In display menu

Quick access: ▶ Touch the bar at the top of the display and drag it down ▶ Hold **Bluetooth** for at least 2 seconds

or: ▶  ▶  **Settings** ▶  **Network** ▶  **Bluetooth**

▶ Next to the device you want to allow access to contacts for, tap > ▶ **Allow access to contacts** Enable/disable with the switch ( = enabled)




In Web user interface


▶  **Settings** ▶  **Network** ▶ **Bluetooth** ▶ Next to the device you want to allow access to contacts for, click  ▶ **Allow access to contacts** Enable/disable with the switch ( = enabled) ▶ **Save**

Importing contacts

Contacts can be imported automatically or manually. If the **Automatic import** function is enabled, the contacts on the connected device are transferred into the local directory and kept up to date without further actions. The contacts are imported from the mobile device once a day if it is within range.

In Web user interface

- ▶  **Settings** ▶  **Network** ▶ **Bluetooth** ▶ Next to the device whose contacts you wish to import, click 

Automatic import: ▶ Enable/disable the function with the switch  = enabled)

Import manually: ▶ Click **Import** ▶ **Import** ... The contacts are transferred



All contacts from the handset are imported. Sending individual contacts is currently not possible.

Black lists

Block numbers for incoming or outgoing calls.

Incoming calls



Blocked numbers are no longer put through to extensions. The caller hears an announcement that the connection is unavailable.

Outgoing calls

Blocked numbers cannot be called. The caller hears short advisory tones.

Managing black list

In Web user interface


- ▶  **Home** ▶  **Contacts** ▶ **Blacklist** ... The blocked numbers are sorted numerically in a list 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 number:	Enter the first digits of the number
By comment:	Enter the letters that appear in the comment
- ▶ Click  ... Only the matching entries are displayed

Change entry comment:



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

Delete number from black list

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

Entering a number in the black list





In Web user interface

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




Copying numbers from call and messages lists

Copy numbers from a call list or list of voice messages to the black list.

In display menu

- ▶  ▶  Messages ▶  Select Call list or an answer machine ▶ Next to the entry, tap  ▶ Block number ▶ Block ... The number is copied to the black list

In Web user interface



- ▶  Home ▶  Messages ▶ Call list / Voicemail ▶ Next to the entry, tap  ▶ Block No. ▶ Confirm with **Ok** ... The number is copied to the black list

Emergency numbers


Emergency numbers can also be dialed when the keypad lock is enabled (default PIN to unlock: 1234). The emergency number 112 is entered by default. Add more personal numbers for specific events.

Managing emergency numbers

In Web user interface

- ▶  Home ▶  Contacts ▶ Emergency numbers ... The emergency numbers are sorted numerically in a list with comments

Filtering lists:

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

Change emergency number comment:



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

Delete emergency number:

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

Adding an emergency number

In Web user interface

- ▶  Home ▶  Contacts ▶ Emergency numbers ▶ Add ▶ Enter the number ▶ Enter a comment for the emergency call ▶ Save ... The number is entered in the list

Gigaset Smart Home

The phone can be used as a base station for a Gigaset Smart Home solution.

To use the Smart Home solution in the Fusion, connect the phone as a base station via the Gigaset elements mobile app available from the App Store or Google Play.



Ensure that your smartphone/tablet is registered over the WLAN in the same home network as your phone, and that the WLAN is used for the Internet connection. Disable as required "Mobile Data" on your smartphone.

- ▶ Load the free Gigaset elements app onto your smartphone from the Google Play Store or App Store and install it
- ▶ Start the app and log in with your Gigaset user name or set up a new user name.
- ▶ In the app, select Fusion as a new base station ... The app searches for corresponding devices that can be connected as sensors ▶ Add the found devices to the account as sensors





The sensors and rules are managed solely via the app. The Fusion only shows the events and sensor details.


User account

You must log in to the device so that the Smart Home system data is available for the Fusion.

In display menu

- ▶  ▶  Smart Home ▶ Account

In Web user interface

- ▶  Settings ▶  Smart Home ▶ Account
- ▶ Enter the user name and password ▶ Log in

Switching to Smart Home alarm mode



The Gigaset Smart Home system recognises various alarm modes in which various situations are defined for which events are to be recorded and which alarms are to be triggered. Alarm modes: **Home, Away, Night, Custom**

Set up the alarm modes with the Gigaset elements app on the smartphone as required. On Gigaset Fusion you can switch to the current active alarm mode.

In the phone display

Via quick access: ▶ Touch the bar at the top of the display and drag it down ▶ Tap **Smart Home** ▶ Tap the required alarm mode

In Web user interface

In the overview: ▶  **Home** ▶  **Overview** ▶ **Smart Home** ▶ Switch to the required alarm mode

Displaying events

The Smart Home system records certain events discovered by the sensors depending on the set alarm mode, for example, a movement, doors opening and shutting etc.

In display menu

▶  ▶  **Smart Home** ▶ **Events**

In Web user interface

▶  **Settings** ▶  **Smart Home** ▶ **Events**

... The events are listed with the name of the sensor and the time the event occurred

Filter list by sensors: ▶ Select the required sensor in the header

Displaying device status

The sensors connected to the Smart Home system are listed with name, type and status

In display menu

▶  ▶  **Smart Home** ▶ **Devices**

In Web user interface

▶  **Settings** ▶  **Smart Home** ▶ **Devices**

Settings

The telephone is preconfigured. Individual settings can be modified via the telephone display menu or the Web user interface.

Date and time

The date and time can be set using a time server in the network or manually.


In display menu


▶  ▶  Settings ▶  Date & Time

In Web user interface


▶  Settings ▶  System ▶ Date & Time

24h Time Format: ▶ Set the required time format with the switch

 = 24 hours, e.g. 10:00, 18:00


 = 12 hours, e.g. 10:00 AM, 06:00 PM

Time Zone: ▶ Select the time zone for using your telephone

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, the current date and the time are displayed in the Web user interface.

Set time manually:

▶ Disable function with the switch ( = disabled)

▶ Setting the date and time manually

Save the settings: ▶ **Save**


Language

Setting the display language

In display menu

- ▶  ▶  Settings ▶  Language ▶  Select language (● = selected) ▶ Save

Setting the language for the Web user interface

The current language set is displayed on the login screen and all further Web user interface screens on the top right in the header next to the  icon.

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

Display

Brightness

Set brightness for idle display, normal mode and screensaver.

In display menu

- ▶  ▶  Settings ▶  Display ▶  Brightness ▶ Set the brightness with the slider ... The settings are adopted immediately

In Web user interface

- ▶  Settings ▶  Device ▶ Display ▶ Brightness ▶ Set the brightness with the slider ▶ Save

Night mode


Deactivating the display and ringtone at a defined time

In display menu

- ▶  ▶  Settings ▶  Display ▶  Night mode

In Web user interface

▶  **Settings** ▶  **Device** ▶ **Display** ▶ **Night mode**

Activation: ▶ Enable/disable the function with the switch ( = enabled)

Set time period: ▶ In the **from** / **to** fields, select the hours and minutes for the start and end of the time period

Switch the ringtone off: ▶ Enable/disable **Call silencing** with the switch ( = enabled)

Enabled: Calls will only be indicated optically. The ringtone is switched off.

Disabled: The display is dark.

Save the settings: ▶ **Save**

Image management

Manage images for display background and screensaver.

In Web user interface

▶  **Settings** ▶  **Device** ▶ **Display** ▶ **Picture management** ... The available images are displayed

Uploading your own images

File format: JPG, PNG

Image size: 1280 x 720 pixels, 72 DPI

File size: 256 KB

▶ Drag the image from your computer file system to the area next to **File upload**

or: ▶ **Browse file** ▶ Select file from file system ▶ **File upload**

If you have uploaded your own images, the memory used is displayed next to **Memory usage**.

Delete an image: ▶ Mark the image(s) ▶ **Delete image**

Screensaver

Set screensaver for display in idle status. If you have loaded your own images to the phone, they are also offered for selection.

In display menu

▶  ▶  **Settings** ▶  **Display** ▶  **Screensaver**

In Web user interface

▶  Settings ▶  Device ▶ Display ▶ Screensaver

Activate after: ▶ Select the time after which the screensaver is to be activated

Show: ▶ Select the desired screensaver

Save the settings: ▶ **Save**

In the display menu for Slideshow:

▶ Select the interval between images ... The available images are displayed ▶ Mark the required images (= marked)

In the Web user interface under Pictures:

The available images are displayed.

▶ Mark the required image or multiple images

If multiple images are marked, these are displayed as a diashow.

▶ Select interval between images



You can load personal images using the Web user interface.

Background image

Changing the background image on the start screens. You can choose between a range of motifs. If you have loaded your own images to the phone, they are also offered for selection.

In display menu

▶  ▶  Settings ▶  Display ▶  Background picture

In Web user interface

▶  Settings ▶  Device ▶ Display ▶ Background Picture

Time between images: If you have selected multiple images, these change at a set interval.

▶ Select interval between images

Select image: The available images are displayed.

▶ Mark the required images (= marked)

Save the settings: ▶ **Save**




You can load personal images using the Web user interface.

Sounds & Audio




Ringtones

Set different ringtones for external and internal calls, group calls and the door interphone.

In display menu

▶  ▶  Settings ▶  Sounds & Audio ▶  Ringtones

In Web user interface



- ▶  Settings ▶  Device ▶ Sounds ▶ Ringtones library
- ▶ Select call type (**External calls** / **Internal calls** / **Group calls** / **Door intercom**) ▶ Select ringtone (● = selected) ▶ Save
- ▶ Play ringtone: ▶ Tap  next to the ringtone name

Uploading your own ringtone





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


In Web user interface


- ▶  Settings ▶  Device ▶ Sounds ▶ Ringtones library
- ▶ Drag the ringtone file from your computer file system to the area next to **Upload file** ▶ **Add ringtone**

or: ▶ **Browse file** ▶ Select file from file system ▶ **Add ringtone**

If you have uploaded your own ringtones, the memory used is displayed next to **Memory**.

Play ringtone: ▶ Click  next to the entry ... The ringtone is played over the phone speaker ▶ Stop with  Stop

Change the name of the ringtone: ▶ Next to the entry, click  ▶ Enter a new name ▶ **Save**

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

Volume

Set the volume for ringtone, handset, handsfree function and headset.



In display menu

▶  ▶  Settings ▶  Sounds & Audio ▶  Volume ▶  Set the volume with the slider ... The settings are adopted immediately

In Web user interface

- ▶  **Settings** ▶  **Device** ▶ **Sounds** ▶ **Volume** ▶ Set the volume with the slider




During a call, you can change the volume of the handset, handsfree function and headset with the volume keys  and .




Advisory tones

Enable/disable acoustic signals for confirmations and key clicks.





In display menu

- ▶  ▶  **Settings** ▶  **Sounds & Audio** ▶  **Advisory tones** ▶ Enable/disable advisory tones with the switch ( = enabled)

In Web user interface

- ▶  **Settings** ▶  **Device** ▶ **Sounds** ▶ **Advisory tones** ▶ Enable/disable advisory tones with the switch ( = enabled)

Keys and widgets**Changing key assignments**

Certain functions are assigned to the Control key centre , up , down  and the Message key . They can be reassigned.


In Web user interface

- ▶  **Settings** ▶  **Device** ▶ **Keys & Widgets** ▶ Changing assignment


Centre

Press the centre of the Control key . The telephone menu opens with the telephone in idle status. Assignment cannot currently be changed.

Call lists (Navikey Up)


The Control key  opens the call list with the telephone in idle status **All**. Assignment cannot currently be changed.

Contacts

The user can call up various directories with the  Control key. Pressing **briefly** on the key opens the local directory by default. Changing the assignment:

- ▶ Select from the list the directory to be opened with 

Messages

The Message key  signals missed calls and new voice messages by default. Assigning a FAC (Function Access Code) to the key allows a function defined on the PABX to be triggered.

- ▶ Click **FAC** ▶ Enter **FAC**

Save settings: ▶ **Save**

Telephony

Managing PABX

Managing corded and cordless PABX. PABX are your own device (Gigaset Fusion), other SIP devices (such as a phone, a door interphone) and DECT handsets or repeaters.

In display menu

- ▶  ▶  **Settings** ▶  **Telephony** ▶  **Phone devices** ... The PABX managed by the phone are listed with names and internal numbers

Display more information about the device: ▶ Tap the entry

Add device:



- ▶ **Add** ... The **Devices & Groups** wizard is started ▶ Select device type (**SIP device / Dect**) ▶ **Next**

Further configuration depends on the device type selected. The device wizard guides you through the rest of the steps. Follow the instructions on the display.



Use the Web user interface to change and delete devices.

In Web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ... The **Own device**, **SIP phones** and **DECT handsets** areas display the registered PABX with the following information:

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

Add device (only for **Admin** user role):

- ▶ **Add** ... The **Devices** wizard is started ▶ Select device type (**SIP Device / DECT handset**) ▶ **Next**

Further configuration depends on the device type selected. The device wizard guides you through the rest of the steps. Follow the instructions on the screen.



Edit device: ▶ Click  next to the entry

Delete device: ▶ Click  next to the entry ▶ Confirm with **Yes**

You cannot delete your own device.


Changing settings for your own device

In Web user interface




- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ Next to **Own device** click  ▶ Change settings as required ▶ **Save**

Setting Message configuration

(MWI = Message Waiting Indicator)

If the function is enabled, the Message key  flashes when a new voice message is received. Set which answer machine you will receive indications for via the Message key if a new voice message is received. You can create this setting for your own device, SIP phones and DECT handsets. All answer machines can be assigned to Gigaset Fusion. For other SIP phones and DECT handsets, only one answer machine can be configured for MWI.

In Web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ Next to the entry for your own device, a SIP phone or a DECT handset, click  ... The local answer machines and network mailboxes are listed under **Message configuration**

Own device ▶ Enable/disable answer machine = enabled)

SIP devices and DECT handsets: ▶ If required, select another answer machine or **No selection** (= selected)

Set up call groups

A call group comprises multiple phones that have been assigned the same numbers. An incoming call to one of these numbers can be accepted on all the devices in the call group.

Call groups can be set up with different call behaviours:



Linear Initially, the call is signalled on the first device. If the call is not accepted, the next device in the group is called and so on.

Parallel The call is signalled on all devices in the call group. The first participant who lifts the handset takes the call.

In display menu

- ▶  ▶  **Settings** ▶  **Telephony** ▶  **Devices** ... If there are already call groups, they are listed with names and internal numbers

Add new group:

- ▶ **Add new** ... The **Devices & Groups** wizard is opened ▶ **Select Group** ▶ **Next** ▶  Enter a name for the group ▶ Select internal number ▶ Select call behaviour ▶ **Next** ... All registered phones are listed ▶ Select the devices to be included in the call group (= selected) ▶ **Next** ▶ Use  to set the order of the devices for linear call behaviour ▶ **Next** ... All registered connections are listed ▶ Select connections for the call group (= selected) ▶ **Next** ... The settings for the call group are displayed again ▶ **Finish**



Use the Web user interface to change and delete call groups.

In Web user interface

- ▶ **Settings** ▶ **Telephony** ▶ **Phone devices** ▶ **Ringling groups** ... If there are call groups already, they are listed with the following information: Name, internal number, outgoing and incoming numbers, group members

Add new group:

- ▶ Select **Add ▶ Ringling group** (👤 = selected) ▶ **Next** ... The **Ringling group** wizard is opened ▶ Enter a name for the number ▶ Select internal number ▶ Select call behaviour ▶ For **Linear ringling**: Select the time (in seconds) to be waited until the call is passed on to the next group member ▶ **Next** ... The available devices are listed ▶ Drag the required devices into the **Active devices** area ▶ **Next** ▶ Select the numbers for outgoing and incoming calls ▶ **Next** ... The settings for the call group are displayed again ▶ **Finish**

Edit call group: ▶ Click next to the entry

Delete call group: ▶ Click next to the entry ▶ Confirm with **Yes**

Manage connections

To be able to make/receive calls and add keys and widgets to the screen, you need at least one VoIP account (connection) with an Internet telephony provider. This can be provided by a provider or PABX. You receive access data for logging in (user name, login name, password etc.)

At least one connection must be assigned to each phone (cordless or corded). Devices may have different connections for incoming and outgoing calls. Multiple devices can use the same connection (call group).

You have already set up at least one connection when getting started.

Displaying connections

In display menu

- ▶ ▶ **Settings** ▶ **Telephony** ▶ **Connections** ... The connections that have already been set up are listed with names and connection status

Registered The connection is successfully registered with a provider or PABX.

Not registered The connection is not registered with a provider or PABX.

Show connection information: ▶ Tap the entry



Device name Connection name


Phone number VoIP account number

SIP Username User name

SIP Password The VoIP account password is displayed but masked.

In Web user interface

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

Name	Connection name
Provider	Phone provider making the connection available
Phone numbers	Numbers available for the connection
Status	Connection status (Registered/Not registered)
Activation	 = the connection is disabled/enabled If you temporarily do not need a connection, you can disable it.



Registration status is updated dynamically.

If all data was entered correctly, it may take three to ten seconds before a line is displayed as **Registered**.

Adding a new connection

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

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



You need the access data of an IP telephony provider (user name, registration name, password etc.).

In display menu

- ▶  ▶  **Wizards** ▶  **VoIP Connections**
- or: ▶  ▶  **Settings** ▶  **Telephony** ▶  **Connections** ▶ **Add**



In Web user interface



- ▶  **Wizards** ▶ **SIP Connection**
- or: ▶  **Settings** ▶  **Telephony** ▶ **Connections** ▶ **Add**

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

Editing/deleting connections

In Web user interface

- ▶  **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

Updating firmware

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

In the phone display: in the **Info** widget for quick access functions

In the Web user interface: in the **System status** widget on the overview screen

In display menu

▶  ▶  **Service** ▶  **Update & Backup** ▶  **Update** ... The current firmware version installed is checked

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


In Web user interface

(Only for **Admin** user role)

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

Automatically installing a firmware update

If the **Automatically check for updates** option is enabled, a firmware update is installed automatically if new firmware is found.

▶ Enable/disable **Automatically check for updates** with the switch ( = enabled)

Installing a firmware update manually

The current firmware version installed is displayed.

▶ Click **Check** ... Check if there is a more recent firmware version

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

Updating firmware with a file



You need a firmware file. You can find the officially released firmware versions for download at → wiki.gigasetpro.com.

▶ Drag the file from the file system to the **Upload file** area

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



The firmware update can take a few minutes. The phone cannot be used during this process. Once the update is completed, the phone goes into idle status.

Saving and restoring settings

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

In display menu

- ▶  ▶  **Service** ▶  **Update & Backup** ▶  **Backup** ... If a backup has already been created, the data of the last backup is displayed

Backups can only be created in the Web user interface.

In Web user interface

(Only for **Admin** user role)

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

Saving and restoring device settings:

- Save: ▶ Click **Download** ▶ Select file 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 to the area next to **Restore settings**

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

Backing up itemised listings on the PC:

- ▶ From the **System CDR** list, select the device from which the itemised listings are to be downloaded or **All** for all devices ▶ Select file location in file system ▶ **Save** ... The information is saved as a ZIP file, default file name: cdr.zip

The ZIP archive contains a CSV file that can be used for further evaluations.

Backing up voice messages on the PC:

- ▶ Next to **Voice-mails** click **Download** ▶ Select file location in file system ▶ **Save** ... The information is saved as a ZIP file





Default file name: voicemails.zip

Deleting voice messages after backing up on the phone:

- ▶ Before downloading, enable/disable **Delete voicemails after download** = enabled)



Restart the system

In display menu

- ▶  ▶  **Service** ▶  **Update & Backup** ▶  **Reboot** ▶ Confirm prompt with **Reboot** ... The phone is restarted and temporarily not ready for operation

Once this has been completed, the phone is in idle status.

In Web user interface





- ▶  **Settings** ▶  **System** ▶ **Reboot & Reset** ▶ Click **Reboot** ▶ Confirm prompt with **Reboot** ... The phone is restarted and temporarily not ready for operation

Once this has been completed, the login screen is displayed again, the telephone is in idle status.



Restoring phone to default settings

(Only for Admin user role)

In display menu

- ▶  ▶  **Service** ▶  **Update & Backup** ▶  **Reset** ▶ Confirm the prompt with **Factory reset** ▶ Enter the administrator password for the phone (default **admin**) ▶ **OK** ... All settings are reset, the phone restarts with the setup wizard

In Web user interface

- ▶  **Settings** ▶  **System** ▶ **Reboot & Reset** ▶ Click **Reset** ▶ Confirm the prompt with **Reset** ... All settings are reset

Advanced settings



Making/receiving calls

Access code


(Only for **Admin** user role)

If you operate the phone on a PABX, you may need to dial an access code for external calls (e.g. "0"). If you save the access code in the configuration, it will be prefixed automatically for every external call. The settings apply to all registered phones.

In Web user interface

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

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

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

Identify internal numbers: ▶ Select the number of digits to be used for internal numbers from the **Length of internal numbers** menu

The access code is only prefixed if there are more digits in the entered number.

Save the settings: ▶ **Save**

Area and country codes

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

In Web user interface

▶  **Settings** ▶  **Telephony** ▶ **Number handling** ▶ **Area codes**

▶ From the menu, select the country in which the phone is being used ... The international and national area codes are then entered in the **Prefix** and **Area Code** fields

International

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

Area Code International area 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 numbers are prefixed for 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**

Dialling rules


Use dialling rules to specify which connection is always to be used to dial certain numbers.

Managing dialling rules


In Web user interface

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

Filtering lists:

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

Edit dialling rule:





- ▶ Click  next to the entry ▶ Change settings ▶ **Save**

Clear 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 a number ▶ Set whether the code is to be prefixed for the number ( = enabled) ▶ Select the connection to be used to dial the number ▶ Enable the dialling rule with the switch ( = enabled) ▶ Enter a description of the dialling rule ▶ **Save** ... The dialling rule is entered in the list

Enable/disable dialling rule



In Web user interface

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

Setting speech path

Define how calls are conducted if they come in via a call manager or if outgoing calls are initiated using a function key

In Web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **Speech path** ▶ Select the required options (● = selected)

Calls via Call Manager: Accept call directly

- via headset** The phone automatically enables the connected headset to accept a call.
- via handsfree** The phone automatically enables the handsfree function to accept a call.
- No** The call is not accepted automatically.

Outgoing calls via function key: Execute call

- via headset** The phone automatically enables the connected headset when dialing.
- via handsfree** The phone automatically enables the handsfree function when dialing.

Save settings: ▶ **Save**

Setting STUN server

(Only for **Admin** user role)

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

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

In Web user interface

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

- Activate STUN** ▶ Enable/disable the function with the 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. public-stun:3478)

Save the settings: ▶ **Save**



The STUN server is set up throughout the system. To allow use for an external VoIP connection, the **ICE support** function must be enabled for the connection. This is carried out automatically for connections set up via provider profile.

Audio

Voice quality




(Only for **Admin** user role)

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 phone should use and specifying the order in which the codecs are suggested when a VoIP connection is set up. The actual codec used is negotiated between the transmitter and receiver when the connection is made.


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


In Web user interface

- ▶  **Settings** ▶  **Telephony** ▶ **Audio** ▶ **Voice quality** ... The connections made are displayed with their quality level and codecs used ▶ Click  next to the entry
- ▶ 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 being used are displayed according to the selection in the **Selected codecs** and **Available codecs** lists

Selected codecs Contains the codecs assigned to the quality level

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

Remove codec: ▶ Click  next to the entry ... The codec is moved from the **Selected codecs** list to the **Available codecs** list

Add codec: ▶ Click  next to the entry ... The codec is moved from the **Available codecs** list to the **Selected codecs** list

Change codec sequence: ▶ Drag an entry in the **Selected codecs** list up or down

Save the settings: ▶ **Save**

Hold music

If a call is put on hold, for example for a consultation call or to initiate a conference call, the participant hears hold music. If you do not want to use the standard melody, you can upload a music file.



The music file is available in one of the following formats: MP3, WAV, Ogg, ULAW

In Web user interface

- ▶ **Settings** ▶ **Telephony** ▶ **Audio** ▶ **Music on hold** ▶ **Use own music on hold** Enable/disable with the switch (= enabled)
- ▶ Drag the hold music from your computer file system to the area next to **Upload file** ▶ **Upload music on hold**

or: ▶ **Browse file** ▶ Select file from file system ▶ **Upload music on hold**

If you have uploaded your own music files, the memory used is displayed next to **Memory**.

If multiple music files are available, the most recently uploaded file is used, i.e. the first in the list.

Play music file:

- ▶ Click next to the entry ... The announcement is played over the phone speaker ▶ Stop with Stop

Change the music file name:

- ▶ Click next to the entry ▶ Change the name ▶ **Save**

Delete the music file:

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

If all your own music files have been deleted, the default music is used.

Selection of ringtone

(Only for **Admin** user role)

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

In Web user interface

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

When you enter a number before dialling, a dialling tone is used by default.

- ▶ Enable/disable **Dial tone in dial preparation** with the switch (= enabled)

Provisioning

(Only for **Admin** user role)

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

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

The system can be customised to company-specific requirements by installing an individual provisioning profile. For example, the display menu can be modified, functions can be added or removed.

A separate provisioning server must be set up with an individual provisioning profile. Information → wiki.gigasetpro.com

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

Start provisioning: ▶ Click **Start**



Installing an incorrect provisioning profile may make the phone unusable.



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

VoIP profile

(Only for **Admin** user role)

When setting up connections, you can select from various provider profiles where provider-specific settings have been created as defaults.

Allow the profile to be updated automatically if something changes in the settings.

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

Network

Local network (LAN)

The phone is automatically integrated into the local network by default. You connect the telephone to the network (for example, using a router), the IP address is assigned automatically and further network settings are adopted.

If you need a different configuration for your network, you can set this up manually. Only the **Admin** user role can make changes to network configuration. The **User** role has read-only access.

In display menu

- ▶  ▶  Settings ▶  Network ▶  LAN ▶  Enter the password for the **Admin** user role ▶ OK

In Web user interface

- ▶  Settings ▶  Network ▶ LAN ▶ LAN interface

Carrying out network configuration manually

- IP address type** ▶ Select **Static**
- IP address** ▶ Enter the required IP address
It must be in the valid address range for the default gateway and the subnet mask used.
- Subnet mask** ▶ Enter the subnet mask used in the network
The subnet mask defines how many parts of the IP address are used for phone addressing and how many for the network.
- Standard gateway** ▶ Enter the IP address of the default gateway
This is normally a router or switch in the network.
- Preferred DNS server** ▶ Enter the IP address of the DNS server used in the network
The DNS server assigns IP address device names.
- Alternative DNS server** Optional (only in Web user interface):
▶ Enter the IP address of a second DNS server used in the network

VLAN

VLANs (Virtual Local Area Network) divide the physical network into multiple virtual networks. Enable VLAN if your phone is in a local network divided into virtual subnets. In a "tagged" VLAN, data packages are assigned to the individual subnets using tags (markings) that consist of a VLAN tag and VLAN priority among others. The VLAN tag identifies the subnet. The VLAN priority allows various data to be prioritised, such as the preferred transport of voice data.







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

You can operate your phone and a PC connected to the PC port on your phone in two different VLANs. In this case, you need to enter the VLAN tag and VLAN priority for both VLANs.

LAN Enable VLAN for LAN interface

LAN and PC Enable different VLAN for LAN and PC interface on phone

In display menu

▶  ▶  **Settings** ▶  **Network** ▶  **LAN** ▶  Enter the password for the **Admin** user role ▶ **OK** ▶ **VLAN Tagging** Enable/disable with the switch ( = enabled) ▶ Select the interface (**LAN** or **LAN and PC**)

In Web user interface

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

Other settings

VLAN identifier (LAN) Tag for LAN interface virtual network;
Permissible values: 0 – 4094.

VLAN Priority (LAN) VLAN priority for LAN interface virtual network;
Permissible values: 0 – 7.

If **LAN and PC** is selected:

▶ Enter **VLAN Identifier (PC)** and **VLAN priority (PC)**

Save settings: ▶ **Save**






If you enter values in the VLAN configuration that do not match your local network, the device and the Web user interface will become inaccessible. In this case, reset the device to default settings or change the settings via the phone display menu.

Enabling/disabling Link Layer Discovery Protocol

The Link Layer Discovery Protocol (LLDP) allows devices from different providers to pass on information with directly linked neighbouring devices. Enable LLDP if devices have multiple providers in your network.



In Web user interface

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

Quality of Service (QoS)

The tone quality depends on the priority of voice data in the network. VoIP data packages are prioritised using the QoS protocol DiffServ (differentiated services). DiffServ defines a range of classes for services and various priority levels within these classes for which specific prioritisation procedures are defined.

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

- ▶  **Settings** ▶  **Network** ▶ **LAN** ▶ **Quality of Service (QoS)** ▶ Enter the required QoS values in the **SIP ToS / DiffServ** and **RTP ToS/DiffServ** fields (Value range: 0 to 63)

Common values for VoIP (default setting):

SIP	34	High service class for quick data flow conversion (accelerated process)
RTP	46	Highest service class for quick forwarding of data packages (accelerated forwarding)



Do not change these values without contacting your network operator first. 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.

Wireless network (WLAN)

The device can also be connected to the local network over WLAN.



You need the security password for the WLAN on which you want to register the phone.

If the device is connected over WLAN, it cannot be used as a switch for a PC connected at the PC port.




Only the **Admin** user role can make changes to settings. The **User** role has read-only access.

Enabling/disabling WLAN

In display menu

- ▶  ▶  **Settings** ▶  **Network** ▶  **Wi-Fi** ▶  Enter the password for the **Admin** user role ▶ **OK** ▶ Enable/disable the function with the switch ( = enabled)

In Web user interface

- ▶  **Settings** ▶  **Network** ▶ **Wi-Fi** ▶ Enable/disable the function with the switch ( = enabled)

If the WLAN interface is enabled, the WLAN networks in range are listed with their name and status. If the phone is registered in a WLAN and the connection is active, **Connected** is displayed as the status.

Icons:



WLAN encrypted/not encrypted



Wireless signal strength, the number of black bars indicates signal strength: **Excellent signal**, **Good signal**, **Fair signal**, **Weak signal**, **No signal**.

Refresh the list: ▶ **Refresh** or 

Connecting with a WLAN







The phone can only be connected with one WLAN. A new connections ends any existing one.

In display menu

- ▶  ▶  **Settings** ▶  **Network** ▶  **Wi-Fi** ▶  Enter the password for the **Admin** user role ▶ **OK** ▶ Select the required WLAN ▶  Enter the WLAN password ▶ **Connect** . . . The connection is set up, **Connected** is displayed as the status if successful






In Web user interface

- ▶  **Settings** ▶  **Network** ▶ **Wi-Fi** ▶ Click  next to the required WLAN ▶ **Connect** ▶ Enter the network password ▶ **Connect** . . . The connection is set up

End connection: ▶ Click  next to the connected WLAN ▶ **Disconnect**

Display WLAN information

In display menu

- ▶  ▶  Settings ▶  Network ▶  Wi-Fi ▶  Enter the password for the Admin user role ▶ OK ▶ Tap the arrow > next to the WLAN

The following information about the WLAN is displayed:






Name	WLAN name (SSID) for network
Status	Possible values: Connected , Not connected
Signal strength	Indicator of wireless connection quality. Possible values: Excellent signal , Good signal , Fair signal , Weak signal , No signal
Frequency	Wireless connection frequency band (2.4 or 5 GHz)
Security	Encryption process used

Adding WLAN networks manually



The list of saved networks contains WLAN networks that have already been connected or that you set up manually.

Networks that hide their SSID are not displayed in the list of available networks. You can add these manually here.

In display menu

- ▶  ▶  Settings ▶  Network ▶  Wi-Fi ▶  Enter the password for the Admin user role ▶ OK ▶ Add ▶ Enter SSID ▶ Select the security process used ▶ Enter the password ▶ Save

In Web user interface

- ▶  Settings ▶  Network ▶ Wi-Fi ▶ Add manually ... The WLAN wizard is opened ▶ Enter SSID ▶ Select the security process used ▶ Enter the password ▶ Next ... The data is displayed for review ▶ Finish

or:  Wizards ▶ Wi-Fi ▶ Follow the wizard instructions

Network security

(Only for Admin user role)

Setting up HTTP authentication

HTTP authentication authorises a user to access the phone Web user interface by entering a user name and password.

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

Managing certificates

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

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

Server certificates


In Web user interface

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

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

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

Show detailed certificate information:

▶ Click  next to the certificate name ▶ **Details**

Delete certificate:

▶ Click  next to the certificate name ▶ **Remove**

Load new certificate



▶ Drag the certificate file from your computer file system to the area next to **File upload**

or: ▶ **Browse file** ▶ Select certificate file from file system ▶ **File upload**

If you have uploaded additional certificates, the memory used is displayed next to **Memory usage**.

Client certificate

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

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

Upload private key:

▶ Drag the private key file from your computer file system to 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, it is displayed and can be changed if required.

HTTP server

Configure access to the Web user interface on the phone.

In Web user interface

▶  Settings ▶  Network ▶ Advanced settings ▶ HTTP server ▶ Configuring settings



HTTP connection type	How to access the Web user interface:
	HTTPS: Only via secure connection
	HTTP: Only via unsecured connection
	HTTP + HTTPS: Both possible
HTTP port	Port used to connect to HTTP (Default setting: 80)
HTTPS port	Port used to connect to HTTPS (Default setting: 443)
Automatic logout	Time after which a user is logged off automatically from the Web user interface if no entry is made
Device name in network	The name of the phone as used in the network; this name may differ from the phone name defined in the device settings

Save settings: ▶ Save

HTTP proxy server

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

In Web user interface

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

Proxy server address	IP address of HTTP proxy server
Proxy server port	Port used to connect to HTTP proxy

Save settings: ▶ Save

Status information and diagnostics

System information



Display information about the configuration and status of the systems.

In display menu

▶  ▶  Service ▶  Info

Device	Phone device name in the local network. This may differ from the internal name of the phone shown in the display.
SW Version	Firmware currently installed on the phone
Variant	Firmware version, usually: Default
MAC address	MAC address of the phone, hardware address of the interface used to connect to the network (LAN or WLAN)
IP address	The phone's IP address in the local network

In Web user interface

▶  Settings ▶  Service ▶ System status ▶ IP configuration

Device name in the network	Phone device name in the local network. This may differ from the internal name of the phone shown in the display.
IP interface	Interface used to connect the phone to the local network. LAN or Wi-Fi
IP address	The phone's IP address in the local network
MAC address	MAC address of the telephone, 12-digit Hardware address of the interface used to connect to the network (LAN or WLAN)
MAC ID	Consists of the 12-digit MAC address and a 4-digit code. Programmed by the manufacturer and acts as a unique identifier for the device for certain services, such as redirect (URL) or licensing.
LAN port	Technical specifications for LAN port, e.g. 100 MBit full duplex
PC port	Technical specifications for PC port, e.g. 10 MBit full duplex

▶  Settings ▶  Service ▶ System status ▶ Software

Firmware Version	Firmware currently installed on the phone
Firmware Variant	Firmware version, usually: Default
Startups	Number of start processes relating to total operating time
Reboots	Number of start processes initiated with the Reboot function
Total operating time	Total operating time of the device since getting started
Operating time	Operating time since last system start

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

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

▶  **Settings** ▶  **Service** ▶ **System status** ▶ **Connection status**

Name of connections made	Registration status of connection with provider: Registered / Not registered
--------------------------	--

▶  **Settings** ▶  **Service** ▶ **System status** ▶ **Device status**

Name of phones set up	Registration status of device: Registered / Not registered
-----------------------	--



Diagnostic tools

System logs

Loading phone system logs onto a PC

The phone constantly saves information about selected processes on the phone (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 file location in file system ▶ **Save** ... The information is saved as a ZIP file
Default file name: diagnostics_data.zip

Setting system logging with Remote Syslog

The information collected in system logs can be sent to a SysLog server. If the function is enabled, the system logs are transferred continuously 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 for the SysLog server in the text field, followed by the port number (e.g. www.msyslogserver.net:514) ▶ **Save**

PCAP records

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



If SIP lines are unencrypted, the PCAP records may also include voice data.

In Web user interface

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

To start a recording: ▶ Click **Start**

To end a recording: ▶ Click **Stop**

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

Default file name: network_logs.pcap

Automatic restart

To limit the size of system logs, you can trigger an automatic restart at regular intervals. System logs will then be reset. When you restart, the old logs are archived up to a certain size/number.

In Web user interface

▶ **Settings** ▶ **Service** ▶ **Diagnostics** ▶ **Reboot** ▶ Enable/disable automatic restart with the switch (= enabled) ▶ Select day (= selected) ▶ Set the time with the and buttons ▶ **Save**

Support

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

In Web user interface

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

Links to Gigaset Service Portal, user guides and Wiki:

▶ **Customer support**

Display Open Source licenses used in the software:

▶ **Software licenses**

Show data protection information:

▶ **Data protection and Information security**

Appendix

Customer Service & Help

Do you have any questions?

For quick help and information, please refer to this user guide or visit gigaset.com/pro.

For online information and services concerning

- Products
- Documents
- Interop
- Firmware
- FAQ
- Support

please refer to wiki.gigasetpro.com.

For further information our Gigaset specialised reseller will be happy to help you related to your Gigaset product.

Manufacturer information

Authorisation

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

Depending on your telecommunication network interface, an additional router/switch could be necessary.

For further information please contact your Internet provider.

This device is intended for use worldwide. Use outside the European Economic Area (with the exception of Switzerland) is subject to national approval.

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 and the Radio Equipment Regulations 2017:

Gigaset Fusion

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

www.gigaset.com/docs.

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

Therefore please check all of these files.

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: gigaset.com/privacy-policy

Environment

Environmental management system

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



Gigaset 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.

Disposal

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



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

UK: The Waste Electrical and Electronic Equipment Regulations 2013.

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

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

Care

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

Never use a dry cloth; this can cause static.

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

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

Contact with liquid

If the device comes into contact with liquid:

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

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

Technical data

Base power consumption

In standby mode	Approx. 2 W
Max. power consumption	Approx. 12.95 W (PoE class 3, 802.3 af)

General technical data

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

DECT

CATiq 1.0, CATiq 2.0 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.729A, G.711 alaw, G.711 ulaw
Transmission power	10 mW average power per channel, 250 mW pulse power
Range	Up to 50 m indoors, up to 300 m outdoors

WLAN

WLAN standard	IEEE 802.11 a/b/g/n/ac
Frequency range	2400-24835 GHz (IEEE 802.11 a/b/g/n) 5180-5700 GHz (IEEE802.11 n/ac)
Radio channels	13 with IEEE 802.11 b/g/n/ac (2.4 GHz) 16 with IEEE 802.11 a/n/ac (5 GHz)
Max. range	approx. 30 m in buildings approx. 150 m in the open (with visual contact)
Max. transmission power	WLAN 2.4G 200mW / WLAN 5G 1W
Security	64/128-bits WPA/WPA 2 mixed mode, WPA2, WPS / 128bit

Bluetooth










Radio frequency range	2402 - 2480 MHz
Transmission power	4 mW pulse power

Power adapter

Manufacturer	Salom Electric (Xiamen) Co. Ltd. Commercial registration number: 91350200612003878C 31 Building, Huli Industrial District, Xiamen, Fujian 361006, P.R. China
	LEADER ELECTRONICS Commercial registration number: 913211007039359372 8F, No.138 Ln. 235 Baoqio Rd. Xindian Dist. New Taipei City 23145, Taiwan
Model identifier	C783 / C784
Input voltage	230 V
Input AC frequency	50 Hz
Output voltage	12 V
Output current	1.3 A
Output power	15.6 W
Average active efficiency	> 84.3 %
Efficiency at low load (10%)	> 80 %
No-load power consumption	< 0.10 W

Symbols






Display toolbar

Icon	Meaning
	Reception quality of WLAN connection, four levels The number of bars indicates the connection quality.
	No VoIP connection registered
	Bluetooth enabled
	Keypad lock enabled
	Missed call
	New voice message
	Headset connected
	Ringtone deactivated
	Ringtone deactivated / Beep activated

Menu overview

Phone

Opening the main menu: ▶ Tap  whilst the telephone is in idle status

 Messages	Call lists	→ p. 37
	List of available answer machines	→ p. 40
 Contacts	Local directory	→ p. 42
	Central directory	→ p. 42
 Smart Home		→ p. 66
 Wizards	Devices & Groups	→ p. 74
	VoIP Connections	→ p. 76
	Voice-mails	→ p. 51
 Settings	Telephony	Devices → p. 74
		Connections → p. 76
		Call divert → p. 33
		Call settings → p. 29
		→ p. 31
		DECT → p. 59
	Contacts order	→ p. 45
	Voice-mail	→ p. 51
	Display	Brightness → p. 69
		Night mode → p. 69
		Screensaver → p. 70
		Background picture → p. 71
		Virtual keyboard → p. 21
	Language	→ p. 69
	Audio settings	Ringtones → p. 72
		Volume → p. 72
		Advisory tones → p. 72
		Announcements → p. 57
	Date & Time	→ p. 68

	Network	LAN	→ p. 87
		Wi-Fi	→ p. 89
		Bluetooth	→ p. 62
	Passwords & PIN's	Passwords	→ p. 20
		DECT Registration PIN	→ p. 61
		Keylock PIN	→ p. 20
✓	Service	Update	→ p. 78
	Update & Backup	Backup	→ p. 79
		Reset	→ p. 80
		Reboot	→ p. 80
	Support		→ p. 96
	Info		→ p. 94


Web user interface



The user roles **Admin** and **User** apply for the Web user interface. Settings that can only be carried out by the **Admin** user role are highlighted in **grey** hereinafter.

► Open the Web user interface (→ p. 23)

🏠	Home	Overview	→ p. 25
		Contacts	Local contacts → p. 44
			Central contacts → p. 44
			Emergency numbers → p. 65
		Blacklist	→ p. 64
	Messages	Call list	→ p. 37
		Voicemail	→ p. 40
⚙️	Settings	Contacts	→ p. 44
			Google contacts → p. 46
			Microsoft 365 → p. 46
			LDAP contacts → p. 47
			XML contacts → p. 50

	Telephony	Phone devices	→ p. 74	
		Connections	→ p. 76	
		Call diverts	→ p. 35	
		Number handling	→ p. 81	
		Dialing plans	→ p. 82	
		Advanced settings	→ p. 83	
		Voicemails	→ p. 51	
		Audio	→ p. 84	
		Device	Display	→ p. 69
			Sounds	→ p. 72
			Keys & Widgets	→ p. 73
		System	Date & Time	→ p. 68
		Provisioning	→ p. 86	
		VoIP profile	→ p. 86	
		Update & Restore	→ p. 79	
		Reboot & Reset	→ p. 80	
	Smart Home	Account	→ p. 66	
	Network	LAN	→ p. 87	
		Wi-Fi	→ p. 89	
		Bluetooth	→ p. 62	
		Security	→ p. 91	
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 Wizards	Wizards overview		→ p. 22	
	Voice mail messages		→ p. 51	
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Issued by

Gigaset Communications GmbH
Frankenstraße 2, D-46395 Bocholt

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