

Gigaset

Fusion



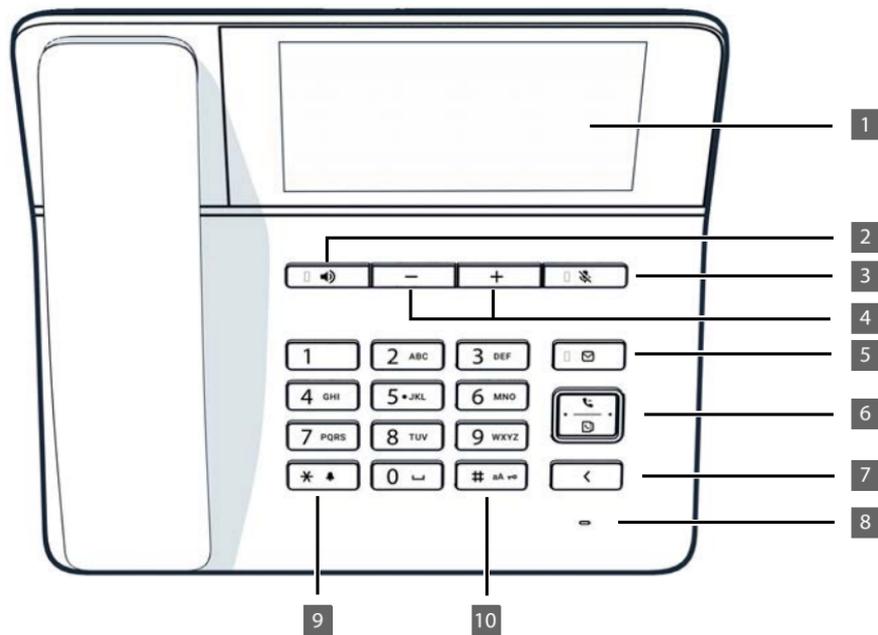
Detailed information about your product: → wiki.gigaset.com

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Overview

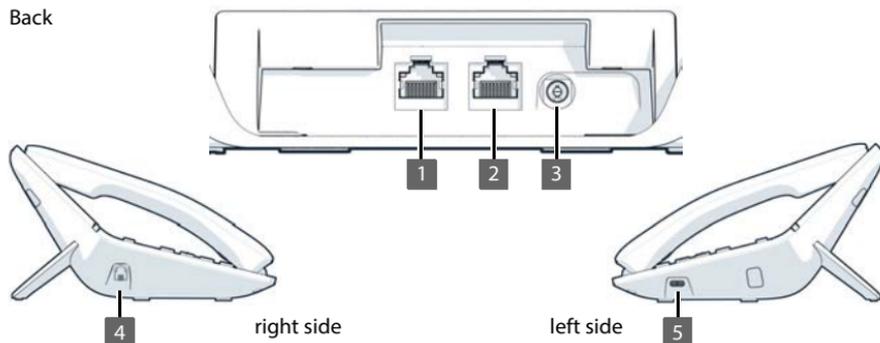


Keys and control elements

1	Touch screen	Display in idle status	→ p. 19
2	Handsfree key	Switch speaker on/off Start dialling Lights up: Call is being made via the speaker (handsfree mode)	→ p. 32 → p. 28 → p. 32
3	Mute key	Switch microphone on/off (mute) Lights up: The microphone is muted	→ p. 32
4	Volume keys	Depending on the operating mode: Adjust the volume of the speaker, receiver, headset or ringtone	→ p. 31
5	Message Centre	Open call and message lists Flashing: New message in the Message Centre	→ p. 42
6	Control key	Scroll through lists and entries. In idle status:	→ p. 19
		 Open the call lists	→ p. 39
		 Open menu	→ p. 20
		 Open list of directories	→ p. 44
		 Scroll through idle display screens	→ p. 19
7	Home/Back keys	Cancel function; go back one menu level (press briefly); go back to idle status (press and hold)	→ p. 19
8	Microphone	Microphone of the handsfree unit	→ p. 32
9	Star key	Display special characters when inputting text Switch ringtone on/off (press and hold)	→ p. 21 → p. 31
10	Hash key	Switch text mode (upper/lower case letters, digits) Switch keypad lock on/off (press and hold)	→ p. 21 → p. 21

Connections

Back



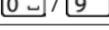
- 1  LAN (PoE)
- 2  PC
A PC can also be connected to the telephone via the PC connection instead of to the local network; the telephone establishes the network connection. This is not possible if the phone is connected to the network via WLAN.
- 3  Power adapter, 12V/1.3A (→ p. 104)
- 4  Handset
- 5  USB-C

Symbols in the user guide

Symbols

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

Keys

	Handsfree key		Volume keys
	Mute key		Message key
	Home/Back keys		Star key
	Hash key		Number/letter keys
	Rim/centre of control key		

Procedures Display menu

Example: Setting the display language

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

Step	Actions required
▶ 	Open main menu: In idle status, tap the  icon on the display or press the centre of the control key  .
▶  Settings	Swipe up or down or using the control key to scroll to the Settings menu option. Tap the entry or press the control key  The Settings submenu is opened.
▶  Language	Swipe up or down or using the control key to scroll to the Language menu option. Tap the entry or press the control key  The Language submenu is opened.

Step	Actions required
▶  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 option selected is denoted by  .
▶ Save	Tap the Save button.

Procedures for web interface

Example: Enable 24-hour time format

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

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

Safety precautions



Read the safety precautions and the user guide before use.

Comprehensive user guides for all telephones and telephone systems as well as for accessories can be found online at wiki.gigaset.com. 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 electric fields

Keep a distance of 20 cm from your body when operating your phone.

Keeping this distance guarantees safe operation, as the 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 shielded cables should be used to connect the telephone to the local network.

Data protection notice

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

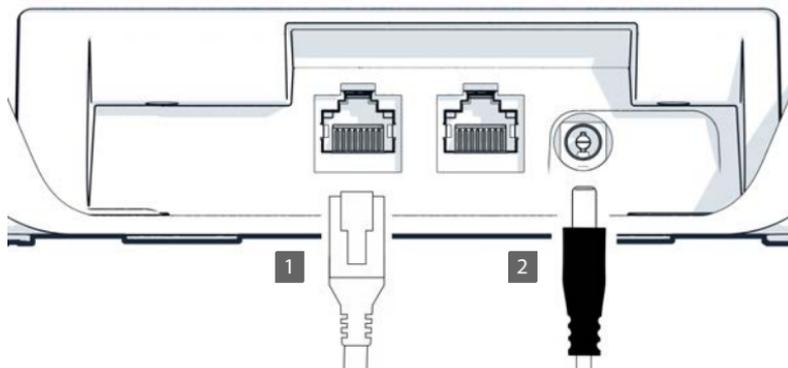
- Serial number/item number
- MAC address
- Private IP address for the Gigaset in the LAN, its port numbers
- Device name
- Software version

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

- System-related/device-specific passwords

Getting started

Connecting the telephone



- 1  Connect the LAN port on the device to the local network, e.g. using a router, switch or hub.
Alternatively you can also connect the device to the local network via WLAN (→ p. 91)
- 2  Connect the device to the mains power..
 The Gigaset Fusion can also be supplied with adequate power via PoE (Power over Ethernet) when the device is connected to a PoE-capable Ethernet switch (PoE class IEEE802.3af). In this case, you **do not** need to be connect the device to the mains power.

Setup wizard

Once the phone is connected to the mains, or once it has been reset to the factory settings, the setup wizard starts. It guides you step by step through the initial configuration process. You will see the progress in the header.

You can run the Setup Wizard on the phone or on the web interface and change the settings later on from the phone menu or on the web interface.

The procedure on the phone is described below.

Run the setup wizard in the web interface:

- ▶ Open the browser on a mobile device or PC ▶ enter gigaset-config.com in the address line

Set the country and area code

- ▶  select the country ▶  select the language ▶ **Next**

Enter the name for the phone

- ▶  delete existing text ▶  enter the required name
- ▶ Close the virtual keyboard using the small keyboard icon at the bottom right

By default, internal numbers between 10 and 35 can be assigned.

Change internal number range:

- ▶ Select the checkbox next to **Customize Internal number range** ▶  in the fields **from** and **to**, enter the desired number range

Valid values: maximum 100 telephone numbers between 0 and 9999, default setting: 10

- ▶ **Next**

Select the network connection

The phone can be connected to the network via LAN or WLAN.

LAN configuration

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

The IP configuration of the phone is carried out automatically by default. You connect the phone to the network (e.g. via a router), the IP address is assigned automatically and the other network settings are transferred over. The IP address is displayed

If you need a different configuration for your network:

- ▶ **Manual configuration** ▶ from the selection list **IP address type** select the entry **static** ▶  in the field **IP address** enter the IP address for the Gigaset Fusion ▶  in the field **Standard gateway** enter the IP address of the default gateway on the network ▶  in the field **Subnet mask** enter the subnet mask of the network

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

- ▶ Activate **Proxy settings** (= activated) ▶  in the field **Proxy server** enter the IP address of the proxy server ▶  in the field **Proxy port** enter the port number of the proxy server

- ▶ **Next**



When configuring manually, pay attention to the correct information that matches your network settings. If incorrect information is provided, the device and web interface may no longer be accessible. In this case, you must reset the device to its default settings using a hardware reset.

WLAN configuration

- ▶ Select **Wi-Fi** (= selected) ▶ **Next** ... the WLANs in range are displayed ▶ select the required WLAN ▶ **Next** ▶  enter the WLAN password for your network ▶ **Next** ... the phone is connected to the WLAN

Final actions

The specified settings are displayed again.

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

Set up the VoIP connection now:

- **SIP line configuration** ... the connection wizard is started

Setting up connections

So that you can make calls and add buttons and widgets to the screen, you need at least one VoIP account (connection) with an internet telephony provider. This can be provided via a provider or a PABX. You will receive access data for registration (username, login name, password etc.).

Each telephony device (cordless or corded) must be assigned at least one connection. Devices can have different connections for incoming and outgoing calls. Multiple can use the same connection (call group).



Additional information regarding the settings for specific providers or routers

→ wiki.gigaset.com

Setting up the connection using the wizard

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



You need the access details of an IP telephony provider, e.g. user name, login name, password, etc.



Automatic configuration

During automatic configuration, a profile with all relevant settings for a provider or PABX for configuring a VoIP account from the Gigaset configuration server on the device. All you need to do is enter the login data.

In the Display menu

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

On the web interface

- ▶ Select  **Wizards** ▶ **SIP Connection** ▶ **Automatic configuration** (● = selected) ▶ **Next**
- ▶ Select country ▶ select provider ▶ **Next** ▶ enter name for the connection ▶ enter login data ▶ **Next** ▶ select number type (depending on the data given to you by the provider)
 - Phone number:** ▶ Enter the number
 - Multiple numbers:** ▶ Enter the phone number ▶ **Add** ▶ enter all phone numbers of the connection
 - Phone number block:** ▶ enter first and last phone number of the call number block of the connection
- ▶ **Finish**

Manual configuration

If there is no profile for your provider/PABX, use the manual configuration. In this case, you may need to change the configuration settings yourself once the wizard is complete. Your provider will supply you with detailed information.

In the Display menu

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

On the web interface

- ▶ Select  **Wizards** ▶ **SIP Connection** ▶ **Manual configuration** (● = selected) ▶ **Next**
- ▶ Enter name for the connection ▶ enter login data ▶ enter name of the registration server (Registrar) ▶ **Next** ▶ select number type ▶ enter one or more numbers or number block ▶ **Finish**

If necessary, you may need to implement other settings at this point for the provider.

- ▶  **Settings** ▶  **Telephony** ▶ **Connections** ▶ next to the connection, click  ▶ add missing details under **Advanced settings**

Wizard successfully completed

The connection is set up and entered in the list of connections. The phone makes contact with the provider using the specified login credentials.

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

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



The status is automatically updated as soon as the connection has been correctly registered. 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 (tapping or swiping) or from the control key on the telephone.

In idle status, three display screens are shown where you can determine their layout.



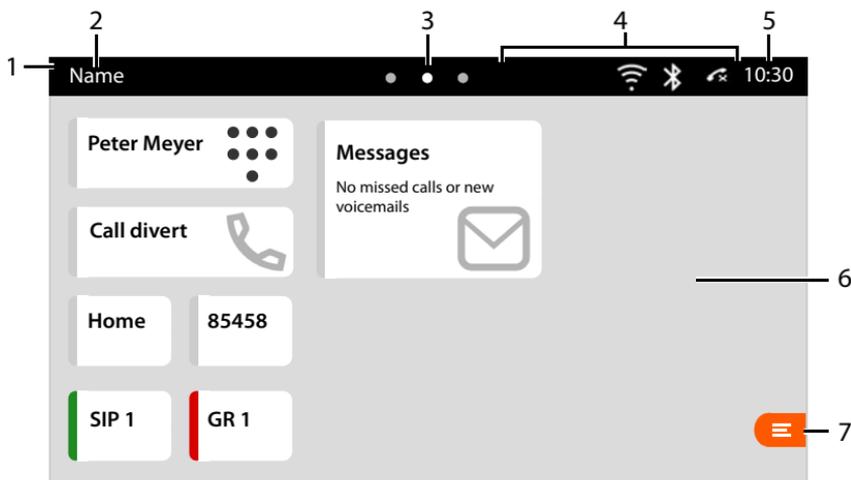
For an active phone call, another screen is added to the left.

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

Open 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), permanent call forwarding and Bluetooth) → p. 19
- 2 Name of the telephone; will be specified during setup with the setup wizard. Change name: → p. 76
- 3 Dots symbolise the three sides of the idle display. The bright dot marks the currently selected start screen.

- 4 Toolbar: Icons display current settings and the status of the telephone, e.g. WLAN activated, Bluetooth activated, missed call, ... icons → p. 105
- 5 Time. Set the date and time → p. 70
- 6 Touchscreen, space for function keys and widgets (→ p. 15), background configurable
- 7 Open display menu. Overview of the menu functions → p. 106

Configuring the idle display

Change brightness and background image: → p. 71

Function keys and widgets

Configure the screens of the Idle display as preferred with various function keys and widgets. They offer rapid access to frequently used functions and numbers.

Arranging objects

Bear in mind the size of the individual objects when arranging the keys and widgets on the display. An object can only be created if there is still enough space at the desired position. Plan the layout of your display. When the objects are positioned, they can no longer be moved. You can still change the size, however

Possible sizes:

- 1x1 For function keys. As the objects are very small, the name may not be displayed 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 usually preset to fit their content.
- 2x4
- 4x4

Set the size of the objects using the **Key size** parameter. The possible sizes are provided for selection.

Arrange function keys or widgets on the idle display:

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

Setting up the function keys

- ▶ Select the desired function **Function key** ▶ from the selection list **Function** ▶ carry out further settings for the function key ▶ **Save**

Examples:



General settings for function keys

Display name

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

Provisioning

Function keys can automatically be assigned via provisioning.

No Assigning the key manually. It is protected against being overwritten via provisioning.

Yes The key can be assigned via provisioning. Manual settings are overwritten in this case.

LED Colour

For the **BLF**, **Line** and **FAC** function keys you can choose the LED colour. The LED is displayed on the function key with a colour bar on the left-hand side.



Settings for function keys

BLF

(Busy Lamp Field)

Assigns an extension/telephony device to the function key. All configured telephony devices are listed.

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

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

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

Quick dial

Assigns a number to the function key.

- ▶ Select the connection to be used to dial the number ▶ enter the phone number



If the number entered is also a contact, the system uses 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 connection
- ▶ Select **LED Colour**

With the setting **Default** the LED shows the following statuses:

Green	The line is available.
Red	The line is occupied.

Call divert

Activates a call divert previously set up for the connection.

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

FAC

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

- ▶ Enter codes for enabling/disabling the service.

Example: *71 Activate call divert, *071 Deactivate call divert

- ▶ Select **LED Colour**

With the setting **Default** the LED shows the following statuses:

Green	The service is activated.
Red	The service is not activated.

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 activated, the next call is made anonymously.

- ▶ Select **LED Colour**

With the setting **Default** the LED shows the following statuses:

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

Saving widgets onto the display

- ▶ Select the required widget **Widget** ▶ from the selection list **Widget** ▶ **Save**

Call diverts

Shows the call divert rules configured on the web interface.

Size: 4x4

Actions: ▶ Activate/deactivate call divert ( = activated)

Call lists

Shows the entries in the call list **All**.

Size: 4x4

Actions:

- Dial a number: ▶ tap an entry
- Scroll through call list: ▶ drag the bar on the right-hand side of the list up/down
- Save number to directory: ▶ tap  ▶ **Save number** ... the local directory is opened
- Block a number: ▶ tap  ▶ **Block number** ... the number is entered into the black list, calls with this number will no longer be put through
- Delete an entry: ▶ tap  ▶ **Delete**



In the default setting, the widget **Call lists** is shown on the display.

Messages

Shows the number of missed calls and new voice messages.

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

Key size: 2x2, 2x4

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

New voice message: The Messages screen opens with an overview of the answering machines. Entries with new voice messages are marked in orange. Local answering machines then open a visual voicemail list with the voice messages, which can then be listened to via the loudspeaker. Network answering machines dial the configured telephone number and the corresponding audio voicemail menu of the provider then sounds.

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

Contacts

Displays the name of the selected directory and the number of contacts it contains. The directories that have been actively set up are displayed.

Key size: 2x2

- ▶ Select which directory is to be displayed

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

Editing or deleting the function key or widget

- ▶ Press and hold an object for at least three seconds ... a pop-up menu is displayed

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

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

Quick access to functions

Quick access to important functions in any operating situation.

Open the quick access:

- ▶ Tap the bar at the top of the display and drag downwards



Close quick access:

- ▶ Tap the bar and drag upwards



You will have quick access to the following functions:

Do not Disturb	Activate/deactivate Do Not Disturb:	▶ Press briefly
	If activated, incoming calls will not be signalled. Instead of the name, the display shows  .	
Divert Calls Always	Call divert of the type Always must be set up for the phone (→ p. 35).	
	Activate/deactivate call divert:	▶ Press briefly
	Editing the call divert settings:	▶ Press and hold
Bluetooth	Activate/deactivate Bluetooth function:	▶ Press briefly
	Open Settings – Network – Bluetooth menu:	▶ Press and hold
	If activated, devices can be connected to the Gigaset Fusion via Bluetooth (→ p. 65).	
Info	Shows current information on the system, e.g. Firmware update available	
	Open the menu corresponding to the message:	▶ Press and hold

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 status

Open main menu

Open call lists

Open directory assigned to the key

Open list of available directories



Press **briefly**

Press and **hold**

In submenus and lists and selection fields

Select/confirm function



Scroll one line up/down



Press **briefly**

Scroll the list up/down



Press and **hold**

In entry 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 functions of the telephone are displayed in a menu that consists of several levels.

Open menu

▶ At the bottom right of the display, tap

or: ▶ press control key

Select menu option:

▶ tap the required menu option

or: ▶ select menu option ▶ press control key

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

Go back one menu level: ▶ at the top left of the display, tap

or: ▶ **briefly** tap the Home key

Exit menu:

▶ press and **hold** the Home key

Menu access with password

Some menu functions, e.g. the network settings, can only be used by the **Admin** user role. The phone recognises the following user roles:

User has limited access to some settings and system information.

Admin has unrestricted access to all phone functions.

Change passwords:

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



The settings also apply to accessing the web interface.

Keypad lock

The keypad lock prevents any accidental use of the phone.

Switching on the keypad lock:

- ▶  Press and **hold** . . . , the keypad lock is activated; the  icon appears on the display

Unlocking the keypad:

- ▶ Press any key ▶  enter the PIN for the keypad in the text field (preset: 1234) ▶ **Unlock phone**



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

Dial the emergency number with the keypad lock activated.

- ▶ Press any key ▶ **Emergency call** . . . the list of emergency numbers stored on the system is displayed ▶  select emergency number ▶  lift receiver

Change PIN for the keypad lock

- ▶  ▶  **Settings** ▶  **Passwords & PIN's** ▶  **Keypad lock PIN** ▶  enter current PIN ▶ **OK** ▶  enter new PIN ▶ **Save**

Text entry

The text is entered via a virtual keyboard displayed on the display or via the keys on the phone.

Virtual keyboard

The virtual keyboard is shown if you tap an entry field.



The virtual keyboard is activated (preset).

Activate/deactivate virtual keyboard

- ▶  ▶  **Settings** ▶  **Display** ▶  **Virtual keyboard** ▶ activate/deactivate virtual keyboard with the switch ( = activated)

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

Enter text

- ▶ Tap entry field ▶ type in letters, numbers or special characters

Move the position of the cursor:



Switch between letters and numbers/special characters:



Switch between upper and lower case when entering 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 icon at the bottom right

Phone keys



The virtual keyboard is deactivated.

Each phone key between and and the key are assigned multiple letters and numbers. When a key is pressed, the possible characters are displayed at the bottom of the display. The selected character is highlighted.

- ▶ Tap the entry field ▶ **briefly** press key multiple times in succession until the required character is displayed

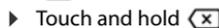
Move the position of the cursor:



Delete characters in front of the cursor:



Delete an entire entry:



Switch between lower case, upper case and digit entry mode: ▶ Press the hash key

Enter special characters:

- ▶ Press the star key ▶ tap the required character or use to navigate to the required character, and confirm with

Wizards

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

	DECT device	Registering a DECT handset on the phone
	DECT repeater	Setting up a DECT repeater to extend the range
	SIP device	Registering and setting up SIP phones or other SIP devices
	SIP Connection	Setting up telephony connections
	Wi-Fi	Setting up a connection to a hidden WLAN network
	Ringing group	Setting up call groups
	Call divert rule	Defining call divers
	IVR	IVR (Interactive Voice Response), set up voice dialog system

In the Display menu

►  ►  **Wizards** ►  Select wizard

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

On the web interface

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

The wizard carries out the necessary steps.

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



Wizards are opened automatically for the relevant configuration activities.

Using the web interface

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



Your phone is connected to the local network.

Starting the web interface

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

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

or

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

Defining the telephone's IP address

Once logged in successfully, the IP address is displayed in the setup wizard.

Show the IP address on the phone display:

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



The first time you open the web interface after commissioning or after resetting to factory settings, the setup wizard starts automatically. Here you set the country, language and password for the web user interface for the first time.

Changing the language

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

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

Registration

- ▶ Select user password (profile) ▶ enter password (preset: admin) ▶ **Login** ... the web interface starts, the **Overview** screen is displayed

User roles:

Admin has unrestricted access to all functions of the web user interface.

User has limited access to some settings and system information.

First-time registration

You will be 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 contain the following:
 - at least one lower case letter
 - at least one upper case letter
 - at least one number
 - at least 8 characters, maximum of 16 characters
 - at least one special character (a-z, A-Z, 0-9, & +_#*"-/\ = % \$ ~ ^, ? ! : | () < > [] { })

Logging out

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

Adapt profile

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

- ▶ At the top right of the header, click the  icon ▶ **Profile**

Changing the web interface password

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

Change PIN for the keypad lock

- ▶ At the top right in the header, click the  icon ▶ **Profile** ▶ **change PIN for keypad lock** ▶ enter current PIN ▶ enter new PIN ▶ repeat new PIN ▶ **Save**

Overview screen (Dashboard) of the web interface

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

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

- ▶ in the header row, click the Gigaset logo

or: ▶  **Home** ▶  **Overview**

Information on the system

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

Calls

Initiate and end call via the keypad.



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

Call list

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

 missed calls

 incoming calls

 outgoing calls

Open call list **All**:

▶ click **Call list**

Call back a caller:

▶ click an entry

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

Callback via another connection:

▶ next to the entry, click  ▶ **Select line** ▶ select connection

Save number to directory:

▶ next to the entry, click  ▶ **Save No.** ▶ select local or central directory ... a form is opened for creating a new directory entry

Block a number:

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

Delete an entry:

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

Delete list:

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

Call divert rules

Shows the call divert rules currently configured.

Activate/deactivate call divert:

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

Set up call divert:

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

Hardware reset

Resetting the device to the factory settings if the web user interface is no longer accessible (e.g. due to misconfiguration):

- ▶ Unplug power adapter ▶ Press and hold centre control key  ▶ Plug power adapter back in ... the device is restarted, all settings are reset to the default settings

Making/receiving 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.

Calls

On the phone

▶ Enter the phone number ▶ Lift the receiver

or: ▶ Lift the receiver ▶ enter the phone number ▶ **Dial**

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

Using the handsfree unit to make calls:

▶ Enter the phone number ▶ press the handsfree key

or: ▶ enter the phone number ▶ **Dial**

Using the headset to make calls:

▶ enter the phone number ▶ **Headset**



You can switch over between the receiver, handsfree and headset at any time during the call.

In the following instructions, the icon also always represents handsfree or headset operation.

Headsets can be connected via USB or Bluetooth.

Deleting incorrectly entered numbers to the left of the cursor: ▶

Cancel dialling: ▶ **Cancel**

The call is initiated by default via the connection assigned to the outgoing call device. Use a different connection or telephony device for the call:

▶ Enter the number ▶ **Select line** ▶ select connection or telephony device ... the call is initiated via the handsfree unit ▶ if necessary, lift the receiver

On the web interface

- ▶ Open web interface ▶  **Home** ▶ on the screen **Overview** enter the number via the keypad ▶ click  ... the call is initiated on the telephony device via the handsfree unit

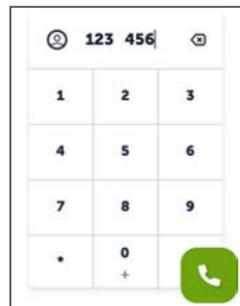
Deleting numbers in the entry field: ▶ 

Making a call via the receiver: ▶ 

Ending a call: ▶ click 



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



Dialling from the directory

On the phone

- ▶  Lift the receiver ▶ **Contacts** ... the local directory is opened ▶  select entry ▶ tap the number

or

Local directory: ▶  press **briefly** ▶  select entry ▶  lift the receiver

Central telephone book: ▶  press **and hold** ▶  **Central directory** ▶  select entry ▶  lift the receiver

If there are multiple numbers, the first is dialled.

or

- ▶  **Contacts** ▶  select directory ▶  select entry ▶  lift the receiver

On the web interface

- ▶  **Home** ▶  **Contacts** ▶ **Local contacts / Central contacts** ▶ select entry

A phone number: ▶ click the number

Multiple phone numbers: ▶ click **Press to select** ▶ select number

... the call is initiated via the phone's handsfree function ▶ if necessary,  lift the receiver

Selecting from a call list

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

On the phone

- ▶  Lift the receiver ▶ **Call list** ... the call list **All calls** is opened ▶ tap another call list if necessary ▶  select entry ▶ tap the phone number

or: ▶  open call lists ▶ select list ▶  select entry ▶  lift receiver

On the web interface

- ▶  **Home** ▶ on the screen **Overview** in the widget **Call list** click the required entry . . . the call is initiated via the phone's handsfree unit ▶ if necessary,  lift the receiver

Using a function key

Dialling numbers via a function key by pressing .



The function key is set up on the idle display and is assigned the desired number.

- ▶ Tap the function key

Anonymous calling

If the function is activated, your call number is not displayed for the called participant.



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

In the Display menu

- ▶  ▶  **Settings** ▶  **Telephony** ▶  The telephony devices set up are listed **Call settings** . . . under **Anonymous calls** ▶ activate/deactivate withheld number for each device with the switch ( = activated)

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 connection the call is coming in on

Accept a call: ▶  Lift the receiver
or: ▶ **Accept** . . . the call is accepted using the handsfree function

Switch the ringtone off: ▶ **Silence**

Reject 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

Switching the ringtone on/off

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

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

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

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

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

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

Switching the "Do not disturb" function on and off

Incoming calls are not signalled.

▶ Open the quick access: Tap the bar at the top of the display and drag down ▶ tap **Do not Disturb** . . . the function is activated/deactivated

If the function is activated,  is shown on the display instead of the name.

Protection from anonymous calls

On the web interface

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

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

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

During a call

Changing the volume

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

Louder: 

Quieter: 

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

Muting

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.

Switch microphone on/off: ▶ 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 hands-free function.

Switching on the handsfree function during a call:

▶ Press the handsfree key  ▶  Replace the receiver

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 receiver or **Hangup**

Calling with multiple participants

Accepting/rejecting call waiting



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

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

Accept a call:

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

Reject a call: ▶ **Reject**

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

Permitting/preventing call waiting

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

In the Display menu

- ▶  ▶  **Settings** ▶  **Telephony** ▶  The telephony devices set up are listed **Call settings** ... under **Call waiting** ▶ activate/deactivate call waiting with the switch for each device ( = activated)

On the web interface

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

Specify call waiting tone (for your own device only):

- ▶ Select the desired tone from the selection list **Ringtone**

Off There is no call waiting tone. A waiting call is only shown visually on the display.

Single beep Call waiting is indicated by a beep on the receiver.

Beep (every 4 sec.) You can select from different tone intervals.

Save the settings: ▶ **Save**

Two simultaneous incoming calls

If there are two incoming calls simultaneously, both are shown on the display. One call is shown large on the display, and for the second call, an element with the number or name is shown at the top left.

Accepting the first call: ▶  Lift the receiver

Accepting another call: ▶ tap the element for the second call ▶  lift receiver

The call not picked up is treated as a waiting call.

Consultation calls

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

- ▶ **Hold** ... the current call is placed on hold, an element with the call or name is shown at the top left of the display, the subscriber hears music on hold
- ▶ Initiate a consultation call from the keypad, from the directory, from the call list or using a function key ... the second participant is called ▶ carry out and end the call ... the connection to the first participant is reactivated

Call swapping

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

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

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

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

- or: ▶  replace the receiver ... the two other participants are connected to one another.
- 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

Calling with multiple participants at the same time. You are on a call while a second call is on hold.

- ▶ Tap the call on hold ▶ **Conference** ... all participants are connected to one another

Adding further participants: ▶ **Add** ... both participants are put on hold ▶ call the other participants ... when the call is picked up, the subscriber is connected to the conference

Removing subscribers: ▶ tap **X**

Ending a conference call: ▶ **Hangup**

Transferring a call

Forwarding a call to another external participant during the call.

You are on a call.

- ▶ **Blind transfer** ▶ Initiate a call to another participant via the keypad, from the directory, the call list or using a function key ... when the call is picked up, the call is transferred



Only the active participant is ever transferred. If a call is currently on hold, this becomes the active call after being transferred.

Connecting callers to one another

You are on a call, another participant is on hold. You want to connect the two participants to one another.

- ▶ Tap the call on hold ▶ **Transfer**

or: ▶  Replace the receiver

... the two participants are connected, the connection is ended

Call diverts

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

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

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

The following call diverts are available:

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



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

Setting up call diverts

On the web interface

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

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

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

Display call divert for connections and call groups in the phone's display menu:

- ▶ Activate/deactivate **Divert displayed on phone interface** function with the switch  (= activated) ... the call divert is listed on the phone's display under **Settings** – **Telephony** – **Call divert** and displayed in the **Call diverts** widget

Save the settings:

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

Activating/deactivating and editing call divert

In the Display menu



Call divert is set up on the web interface. For call diverts for connections and call groups, the **Divert displayed on phone interface** option is activated for the device.

▶ ▶ Settings ▶ Telephony ▶ Call divert

or

- ▶ Open quick access ▶ **Divert Calls Always** - tap and hold
- ▶ Select device ... the call diverts (**Always / When busy / No Answer**) are displayed ▶ activate/deactivate required call forwarding with switch (= activated) ▶ if necessary, **Target** and/or change the corresponding number ▶ **Save**

If the **Call diverts** widget is set up on the phone:

- ▶ Tap the call divert name ... the call divert settings are displayed

On the web interface

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

Setting up call divert rules

(Only for the **Admin** user role)

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

On the web interface

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

Set up new rule: ▶ **Add rule**

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

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

- ▶ Specify name and mode for the rule

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

In mode **Scheduled**: ▶ Set schedule

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

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

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

Announcement & target

The caller hears an announcement and is then diverted to a number.

- ▶ Select required announcement from the list
- ▶ Select name/internal number of a telephony device, call group or answering machine or enter **External phone number**

Announcement

The caller hears an announcement, then the connection is ended.

- ▶ Select required announcement from the list

Target

The call is diverted to an internal or external number.

- ▶ Select name/internal number of a telephony device, call group or answering machine or enter **External phone number**



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

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

Activating/deactivating call divert rules

In the Display menu



The call divert rule is set up on the web interface.

For call divers for connections and call groups, the **Divert displayed on phone interface** option is activated for the device.

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

View details of the rule: ▶ tap the entry

- or: ▶ Place call divert rules on the display as a widget ▶ activate/deactivate required rule with switch ( = activated)

On the web interface

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

or: on the overview screen

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

Prioritising call divert rules

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

Change priority:

On the web interface

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

Diverting unused call numbers

If there are numbers for the configured connections that are not currently assigned to a telephony device, you can divert calls made to this number to a specific extension, e.g. to an answering machine or to reception or executive office.

On the web 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 call is forwarded to a local answering machine.
▶ Select the answering machine from the list |
| Internal number | The call is forwarded to an internal number.
▶ Select an extension from the list |

- Save the settings: ▶ **Save**

Call lists

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

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

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 the Display menu

- ▶  press top of the control key ... the calls in all lists (**All**) are displayed
- or: ▶  ▶  Messages ▶  Call list
- or: ▶ Press message key  ... if there are missed calls that have not yet been viewed, the **Missed** list is displayed, otherwise **All**

On the web interface

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

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

- or: ▶  Home ▶  Messages ▶ **Call list**
- or: ▶  Home ▶  Overview ▶ under **Status list** click **New missed calls** ... If there are any missed calls you haven't viewed, the **Missed** list is displayed, otherwise **All**
- ▶ Select the required list in the header (**All**, **Incoming**, **Missed**, **Outgoing**)

Information about the calls

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

Calling people back / repeating calls

In the Display menu

- ▶  Open call list ▶ if necessary, tap the required list ▶  select entry ▶  lift receiver ... the call number is dialled

Conducting a call via the handsfree function: ▶ Press the handsfree key 
or: ▶ tap an entry

On the web interface

- ▶ Open the call list ▶ if necessary, select the required list ▶ click on the entry ... the call is initiated via the phone's handsfree function

Making a call via the receiver: ▶  Lift the receiver

By default, the call is initiated via the connection over which it was received.

Use another connection for the call

- ▶ next to the entry, tap  ▶ **Select line** ... the number is dialled

Copying a number to the directory

In the Display menu

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

- ▶  Open call list ▶  select list ▶  select 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 transferred as the name and as a number with the type **Office** ▶  complete directory entry ▶ **Save**

Adding a number to an existing directory entry:

- ▶  Selecting a directory entry ... the number from the call list is added to the entry ▶ if necessary, select the number type ▶ **Save**

On the web interface

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

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

Blocking a number

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

In the Display menu

- ▶  Open call list ▶  select list ▶  select entry ▶ next to the entry, tap  ▶ **Block number** ▶ **Block** ... the number is transferred into the black list

On the web interface

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

Deleting entries

In the Display menu

Deleting an entry or an entire list.

Deleting an entry:

- ▶  Open call list ▶  select list ▶  select entry ▶ next to the entry, tap  ▶ **Clear** ▶ confirm with **Yes**

Deleting all the entries in the list currently selected:

- ▶  Open call list ▶  select list ▶ next to any entry, tap  ▶ **Delete list** ▶ confirm with **Yes**

On the web interface

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

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

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

Message Centre (MWI)

The telephone provides a simple key function for quick access to missed calls and new voice messages (MWI = Message Waiting Indicator).

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



The message key can be assigned to all answering machines on the Gigaset Fusion; but only one answering machine on the other telephony devices (handsets and SIP telephones). The assignment is carried out in the web interface in the device settings.

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

New missed calls:



New voice messages:



Next to the icons, the corresponding numbers of missed calls or new voice messages are displayed if this is activated on the web interface in the advanced telephony settings.

Displaying messages

On the telephone

The message key flashes. If the widget **Messages** is on idle display, it is shown in red.

▶ Press message key 

or: ▶ tap the widget

Missed call present:

The call list **Missed** is opened.

New voice message present:

The messages screen is opened. Answering machines with new voice messages are shown in red.

Local answering machines: the list of voice messages is displayed.

▶ Tap  ... the message is played via the telephone loudspeaker

Network answering machines: the configured number is dialled. The interactive voice menu of the provider carries out the necessary steps to listen to the message.

On the web interface

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

▶  Home ▶  Overview

- Missed calls: ▶ under **Status list** click **New missed calls** ... the list **Missed** is displayed
- New voice messages: ▶ under **Status list** click **New voicemails** ... the list **Voice-mails** is displayed
- Listen to a voice message: ▶ move the mouse pointer over the  icon ▶ tap  ... the message is played via the PC loudspeaker or mobile device

Open message lists via menu

In the Display menu

- ▶  ▶  Messages ... there is an entry for the call lists and each configured call

On the web interface

- ▶  Home ▶  Messages ▶ Call list / Voicemail

Displaying the number of missed calls and voice messages

(Only for the **Admin** role)

Specify whether the number is to be shown on the display next to the icons for missed calls and new voice messages.

On the web interface

- ▶  Settings ▶  Telephony ▶ **Advanced settings** ▶ **Count Calls/Voicemails** ▶ activate/deactivate function with switch ( = activated) ▶ **Save**

Directories

The telephone provides various directories. The directories can be accessed both via the telephone display and via the web interface.

Local directory	Individually for the Gigaset Fusion valid directory Connected handsets have a separate local directory. They are not affected by settings.
Central directory	Shared directory available on the desktop phone and HX handsets. Can be edited on all devices.
Other directories	Directories made available over a network, such as a company directory or a public directory from the internet. These directories must be set up and activated in the web user interface (user role Admin).



The local directory is the default directory. This means that the directory is opened with the control key  and transferred to the entries from call lists using the **Save number** function.

Display the complete selection of the configured directories:

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

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

Name resolution

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

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

Contacts on the phone

Open the directory

Local directory: ▶  push control key down

Local or central directory:

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



The entries are sorted alphabetically by last name by default. You can change the sort order in the **Settings** menu.

Search contact

- ▶  scroll to the required contact
- or:
 - ▶ tap  ▶  enter the first few letters of the first or last names ... as soon as entries are found that match the input, they are displayed ▶ select the required contact

Create new contact

An entry contains the first name and/or last name and up to three phone numbers.
 Additionally in the local directory: company name and email address

- ▶  open directory ▶ **New** ▶  **Name** and enter **Surname**
- ▶ select number type (**Office, Mobile, Home**) ▶  enter call number

Enter additional numbers:

- ▶ **Add phone** ... an additional entry field for a number is inserted ▶ select number type ▶  enter number
- ▶ optionally for the local directory:  complete **Company** and **E-mail** entry fields
- ▶ **Save**



You must enter at least one phone number.

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

Edit contact information

- ▶  open directory ▶  select contact ▶ **Edit** ... the entry is opened ▶ make the required changes ▶ **Save**

Copying contacts from a local to the central directory

- ▶  Open the directory ▶  select contact ▶ **Copy to Central** ▶ **Copy** ... the directory entry is copied to the central directory, details for **Company** and **E-mail** are ignored if necessary

Delete contact

- ▶  Open the directory ▶  select contact ▶ **Delete contact** ▶ **Delete**

Contacts in the web interface

Open the directory

▶  Home ▶  Contacts ▶ Local contacts / Central contacts



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

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

Scroll through the directory:

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

To change the number of contacts displayed on a screen:

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

10 ▾

Create new contact

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

Additionally in the 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 number

Enter additional numbers:

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

▶ Optionally for the local directory: complete **Company** and **E-mail** entry fields

▶ **Save**



You must enter at least one phone number.

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

Edit contact information

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

Copy contact

Copy contacts between local and central directory

▶  Home ▶  Contacts ▶ Local contacts / Central contacts ▶ next to the entry, tap  ▶ **Copy to** ▶ select destination ... the contact is copied

Download contact

Download contacts in JSON format and save to a computer:

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



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

Deleting a contact

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

Multiple selection with copy, download, delete

Simultaneously copy, download or delete multiple or all contacts:

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

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

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

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

Settings for directories

Change sort order

Directory entries can be sorted by first name or surname.

On the phone display

- ▶  ▶  Settings ▶  Select Contact sorting ▶ Name / Surname (= selected) ▶ Save

On the web interface

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

Defining a name for the local directory

Only for the user role **Admin** on the web interface.

Define the name used to provide the local directory on the telephone.

On the web interface

- ▶  **Settings** ▶  **Contacts** ▶ **Contacts** ▶ in the **Local contacts** area, enter the name into the **Directory name** text field ▶ **Save**

Saving/importing a directory

Only for the **Admin** user role on the web interface.

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

On the web interface

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

During the import,

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



Contacts without numbers are not imported.

Setting up other directories

Only for the **Admin** user role on the web interface.

In addition to the local and central directory, other directories can also be provided on the Gigaset Fusion.

Google contacts / contacts from Microsoft 365

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

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



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

Contacts can be copied to the local or central directory.

The synchronisation with the platform takes place every 15 minutes.

LDAP contacts

Provide a company directory in LDAP format on the telephone and on the web interface.

- ▶  **Settings** ▶  **Contacts** ▶ **LDAP contacts** ▶ activate/deactivate LDAP with switch ( = activated) ▶ enter name used to display the directory on the telephone

Search LDAP directory during dialling with incoming calls:

- ▶ Activate/deactivate name search with the switch ( = activated)

Access data to the LDAP server

- | | |
|----------------------------------|--|
| Server address | ▶ Enter URL of the LDAP server |
| Server port | ▶ Enter the port on the LDAP server under which database queries are expected, default = 389 |
| LDAP search base (BaseDN) | ▶ Define the area where the search should begin |

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

- Username Password** ▶ Enter access data to the LDAP server
- LDAP via TLS** ▶ Select backup procedure for the LDAP data traffic

By default, LDAP traffic is transferred between the phone system and the LDAP server over an unsecured connection. If you select a backup method, the traffic is encrypted. To this end you must install the CA certificate signed by the LDAP server on the phone.

Filter

- ▶ Define name and number filters

Using the filters, you can define criteria against which specific entries can be searched 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 attribute **sn** stands for the last name. The percent sign (%) is a placeholder for the user entry.

Rules for defining filters:

- Multiple criteria can be connected using logical 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 terminated 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** mail address **or** the surname **and** mail address begin with the characters entered by the user.

Name filter

It depends on the name filter which attribute is used for the search.

Example:

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

If the user enters the letter "A" for example, all entries in the LDAP database in which the attribute **displayName** beginning with "A" are searched. If the user then enters a "b", entries are searched in which **displayName** begins with "Ab".

Number filter

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

Example:

((telephoneNumber=%)(mobile=%)). The percent symbol (%) 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 that a search should provide

Configuration of contact entries

- ▶ Defines how the search result is displayed on the handset.

Here, you can enter combinations of different name and number attributes as well as special characters. You can select common formats from the list that are displayed in the **Configuration of contact entries** area.

For the attribute value to be shown for the required attribute, the attribute name must be preceded by a percent sign (%).

Example:

Data of a phone entry on the LDAP server:

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

...

Attribute definition on the web interface:

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

The entry is shown on the telephone as follows:

Black, Peter; 0891234567890/012398765432

Attributes

Various attributes are defined in the LDAP database for a directory entry, e.g. surname, first name, telephone number, address, company, etc. The quantity of all attributes, which can be saved in one entry, is saved in the respective LDAP server scheme. 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.

- ▶ For each field of a directory entry to be displayed on the phone, enter the name of the corresponding LDAP attribute; several attributes are separated by commas.

Preset:

Field of a directory entry	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	l
Zip	postalCode
Country	friendlyCountryName

Save settings for the screen: ► **Save**

XML contacts

Provide a public directory or a company directory in XML format on the phone and in the web interface.

-  **Settings** ►  **Contacts** ► **XML contacts** ► Enter access data of the provider (name, URL of the server, user name and password)
- From the **Number filter** list, select which numbers are to be displayed.

bp	Business Partner	Office phone numbers
in	Internal	internal numbers
mb	Mobile	Mobile numbers
hm	Home	private numbers

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

- activate/deactivate the required name search with the switch ( = activated)

Which provider directory do you want to use:

- activate/deactivate the required directory with switch under **Contact usage** ( = activated) ► enter name under which the directory is to be displayed on the phone

Save settings for the screen: ► **Save**



Information on permitted XML formats → wiki.gigaset.com

Answering machines, IVR and announcements

Answering machines

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

Local answering machines

In the Display menu

▶  ▶  **Settings** ▶  **Voicemail** ... the answering machines are displayed with names

Other settings: ▶ tap > to the right of the entry

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

On the web interface

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

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

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

Configuring an answering machine

In the Display menu

▶  ▶  **Settings** ▶  **Voicemail** ▶ to the right of the entry, tap > ▶ **Edit**

On the web interface

▶  **Settings** ▶  **Telephony** ▶ **Voicemails** ▶ next to the answering machine, click 

In the display menu and on the web interface

- ▶ Enter the name for the answering machine under which it is to be displayed in the list (max. 32 characters)
- ▶ Only on the web interface: If a PIN is to be entered to listen to voice messages on the phone ▶ activate option **Enable PIN** ( = activated)

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

Selecting announcements

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

If you have not yet recorded an announcement:

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

or

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

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

Select announcement:

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

Play announcement:

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

Other settings

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

Creating a schedule for Scheduler mode

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

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

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

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

Assigning numbers to the answering machines

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

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



To access the voice messages on a handset, the corresponding number of the mailbox (e.g. **81) must be entered as the network AB number. From the handset perspective, all answering machines are network answering machines.

Network answering machines

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



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

In the Display menu

- ▶ ▶ **Settings** ▶ **Voicemail** ... for each configured connection, a network answering machine is entered ▶ to the right of the entry, tap > ▶ **Edit** ▶ enter number of the network answering machine ▶ **Save**

On the web interface

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

Assigning an answering machine for MWI display

Gigaset Fusion can use multiple answering machines and receive MWI messages for them. Incoming MWI messages are signalled on the telephones with the message key .

SIP and DECT devices only ever receive notifications for one answering machine. If multiple answering machines are assigned to these devices, the last answering machine set up will be signalled on the device.

Check/change assignment:

On the web interface

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

Your own device

The activated answering machines are marked .

- ▶ Activate/deactivate answering machine as required

SIP devices and DECT handsets:

The activated answering machine is marked .

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

Activating/deactivating an answering machine

In the Display menu

- ▶  ▶  **Settings** ▶  **Voicemail** ... the available answering machines are displayed ▶ Activate/deactivate answering machine with switch ( = activated)

On the web interface

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

Listening to voice messages



At least one answering machine is configured and activated.

On the telephone

- ▶ Dial the internal number of the answering machine, e.g. **81 ... an interactive voice response is started

or

- ▶  ▶  **Messages** ▶ select answering machine ... the voice messages of the answering machine are listed with the number or name of the caller, message duration and date/time ▶ tap the voice message



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

For quick access to your voice messages:

- ▶ store internal number of the answering machine as quick dial for a function key

or

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

On the web interface

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

New messages

When there is a new voice message, this is displayed in different ways.

On the toolbar

The  icon is displayed on the toolbar.

Using the message key (MWI)



In the phone device settings, the answering machine is selected with the **Message configuration (MWI)** option.

→  **Settings** ▶  **Telephony** ▶ **Phone devices**

The message key  flashes.

▶ Press the message key  ... the message list is opened

In the widget Messages



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

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

▶ tap the widget ... the message list is opened

In the message list

The voice message is entered in the message list on the phone. The menu entry **Messages** is red in colour.

On the overview of web interface

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

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

Actions for voice messages

In the Display menu

▶  ▶  **Messages** ... all answering machines set up locally are listed ▶ tap on an answering machine ... the list of voice messages for that answering machine is opened

Listening:

▶ tap the voice message

or: ▶ tap  ▶ **Play message**

cancel listening: ▶ 

Call back a caller:

▶ tap  ▶ **Make call** ... the call is initiated

Save number to directory:

▶ tap  ▶ **Save number** ▶ set up a new entry for this number or select an existing entry to be added to the number

Transferring a number to the black list:

▶ tap  ▶ **Block number** ▶ confirm with **Block** ... no more calls are put through from this number

Delete an entry:

▶ tap  ▶ **Delete** ▶ confirm with **Yes**

On the web interface

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

- Listening:
 - ▶ click the  icon next to the voice message
 - cancel listening: ▶ 
- Call back a caller:
 - ▶ click the number ... the call is initiated via the phone loud-speaker
 - or: ▶ click  ▶ **Direct call**
- Select the connection for callback:
 - ▶ click  ▶ **Select line** ▶ select the connection ... the call is initiated via the selected connection
- Save number to directory:
 - ▶ click  ▶ **New contact** ▶ **Local contacts** or select **Central contacts** ▶ create an entry
- Transferring a number to the black list:
 - ▶ click  ▶ **Block** ▶ confirm with **Ok** ... no more calls are put through from this number
- Delete an entry:
 - ▶ click  ▶ **Delete** ▶ confirm with **Ok**

Interactive Voice Response (IVR)

You can set up two Interactive Voice Responses. Here, you automatically direct questions to a caller, who answers them using the dial key. Depending on the response, the caller may receive a specific piece of information or the call may be diverted to an extension or answering machine. Questions and information are stored as announcements on the system.

On the web interface

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

- Switch IVR on/off:
 - ▶ click the switch ( = activated)
- Change settings:
 - ▶ click  ▶ change settings ▶ **Save**
- Delete IVR:
 - ▶ click  ▶ confirm with **Ok**

Set up Interactive Voice Response (IVR)

- ▶  **Settings** ▶  **Telephony** ▶ **Voicemails** ▶ click the **Interactive voice menu** button ... the wizard for setting up an IVR is started
- or: ▶  **Wizards** ▶ **IVR**
- ▶ enter name for the IVR ▶ select internal number for the IVR from the list ▶ select numbers for incoming and outgoing calls from the list ▶ **Next**



To prevent misconfigurations, only the numbers that are freely available and not already used in other groups or devices can be selected for incoming calls.

- ▶ Select already saved announcement or record a new announcement ▶ select delay time for the announcement ▶ **Next**
- ▶ Define sequence for the IVR
 - If** ▶ Select key to be pressed by the caller to initiate a specific action
 - Then** ▶ Select action to be carried out when the caller presses a key (**Play audio file / Hangup / Go to extension / Repeat announcement / Voicemail**)
 - Value** Depending on the selection in the column **Then**. When selecting **Go to extension**, enter the internal number of the extension here, when selecting **Voicemail**, select an answering machine from the list.
- Define other keys: ▶ click **Add a Key** ▶ carry out settings ▶ **Next**
- ▶ Specify what happens when no input from the caller is detected:

An announcement is played that is repeated a maximum of three times. The specified action is then carried out. **Hangup** (preset) / **Play audio file / Go to extension / Repeat announcement / Voicemail**

 - ▶ **Next** ... the settings are displayed once again ▶ **Finish**

Announcements

Upload or record messages for the answering machines, the interactive voice menu and call divers.

In the Display menu

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

Play announcement: ▶ tap  ▶ pause playback with 

Delete announcement: ▶ tap  ▶ **Delete**

Record new announcement:

- ▶ **Add** ... the telephone rings ▶  lift receiver ▶ record announcement ▶ **Done** ... the announcement is entered in the list of announcements, the date and time are used as the name of the recording

On the web interface

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

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

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

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

Load language file:



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

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

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

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

Record announcement:

▶ Click **Start recording** ▶ **OK** ... the phone rings ▶  lift receiver ▶ record announcement ▶ **Done** ... the announcement is entered into the list of announcements, the date and time of the recording is used as the name



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

Additional functions

Door intercom

The phone can operate door intercoms.



To authenticate a door intercom, you need the SIP password and the SIP username of the device, as well as the DTMF code to open the door.

Set up door intercom

The door intercom must be entered as a SIP device in the list of telephony devices. Not all parameters relevant for SIP phones are relevant for door intercoms.

On the web interface

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

Device Name ▶ Enter name of the door intercom on the network

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

Authentication password / SIP authentication name ▶ Enter SIP password and SIP user name of the device

- ▶ Activate door intercom with switch (= activated) ▶ **Next**

DTMF code (open door) The DTMF code is sent by the telephone to the door intercom to open the door.

- ▶ Enter the DTMF code of the door intercom

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

If the door intercom has a camera:

Camera (URL) ▶ Enter URL of the camera

Picture refresh time ▶ Enter time interval for replacing the camera image unit: fps (Frames per Second)

- ▶ **Next** ... the **Number assignment** and **MWI configuration** screens are not relevant for door intercoms ▶ skip each with **Next**

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



Only cameras that support Motion JPEG (mjpeg) as the image format can be supported.

Operate door intercom

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

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

Hold a conversation via the door intercom: ▶  Lift receiver

Open door: ▶ **Open door** ... the DTMF code is transferred, the door is opened



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 intercom 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 intercom. If you accept the call, the connection to the door intercom is put on hold. The video is ended and restarted if the call to the door intercom is the only call.

DECT

For freedom of movement when making calls, you can register up to eight cordless DECT handsets on Gigaset Fusion.

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

Registering/de-registering DECT handsets

In the Display menu

▶  ▶  **Settings** ▶  **Telephony** ▶  **Devices** ▶ **Add** ... the device wizard is opened ▶ select device type **DECT** ▶ **Next**

On the web interface

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

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

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



Detailed information on the registration procedure on the handset:

→ User guide for your handset

DECT handset de-registration

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

Replacing a DECT handset

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

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

On the web interface

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

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

Setting the registration PIN

The registration PIN must be entered on the handset or repeater during the registration process. It can be automatically regenerated for each registration or you can manually set a fixed registration PIN.

In the Display menu

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

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **DECT settings** ▶ Specifying registration mode

Regenerate registration PIN on each registration process:

- ▶ Select **Random** ( = selected)

Setting a permanent registration PIN:

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

Save settings: ▶ **Save**

Connecting DECT repeaters

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

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

On the web interface

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

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



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

→ user guide for your repeater

ECO DECT

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

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

Maximum range

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



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

Switching off radiation completely in idle status

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

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

Radiation-free activated:

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



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

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

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

ECO DECT setting

In the Display menu

- ▶  ▶  Settings ▶  Telephony ▶  DECT ▶ Maximum range/No radiation
activate/deactivate with the switch ( = activated)

On the web interface

- ▶  Settings ▶  Telephony ▶ Advanced settings ▶ DECT settings ▶ Maximum range/
No radiation activate/deactivate with the switch ( = activated)

Bluetooth

Bluetooth-enabled devices can be connected to the phone, such as headsets and hearing aids or PCs, tablets and mobile phones for data exchange.

Enabling/disabling Bluetooth

In the Display menu

Quick access: ▶ Touch the bar at the top of the display and drag it down ▶ tap **Bluetooth**

or: ▶  ▶  Settings ▶  Network ▶  Bluetooth ▶ activate/
deactivate the function with the switch ( = activated)

On the web interface

- ▶  Settings ▶  Network ▶ **Bluetooth** ▶ Activate/deactivate the function with the switch
( = activated)

With Bluetooth enabled, the display shows the  icon.

Pair devices



Devices that you want to pair with the Gigaset Fusion via Bluetooth must be visible via Bluetooth. Check the settings of the device if necessary.

In the Display menu

Quick access: ▶ Tap the bar at the top of the display and drag downwards ▶ **Bluetooth** hold for at least 2 sec.

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

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

▶ Tap the required device ... the pairing process is started, a Bluetooth PIN is displayed ▶ confirm pairing on both devices ... the device is entered under **Paired devices**

Unpair device: ▶ Next to the entry, tap > ▶ **Unpair**

On the web interface

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

▶ Next to the entry, click ▶ **Pair** ... the pairing process is started ▶ confirm pairing on both devices ... the device is entered under **Paired devices**

Change name of the device ▶ next to the entry, click ▶ change name ▶ **Save**

Repair device: ▶ next to the entry, click ▶ **Remove**



The pairing process depends on the device with which you want to establish the Bluetooth connection. You may need to confirm a pairing PIN that will be exchanged between the devices, or you may need to enter the PIN of the partner device.

Changing the name of your own device

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

In the Display menu

Quick access: ▶ Tap the bar at the top of the display and drag downwards ▶ **Bluetooth** hold for at least 2 sec.

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

▶ tap the entry under **Own device** ▶ delete the field content **Bluetooth Name** ▶ enter a new name ▶ **Save**

On the web interface

▶ **Settings** ▶ **Network** ▶ **Bluetooth** ▶ next to the entry under **Own device** click ▶ in the Name field, enter the new name ▶ **Save**

Share contacts via Bluetooth

Gigaset Fusion can share contacts with other phones, e.g. with a smartphone or a Gigaset handset.

Permit/prevent access to contacts

If the function is activated, the paired device can access the contacts of the Gigaset Fusion. On a Gigaset handset, for example, the local directory can be added as a Bluetooth directory.

In the Display menu

Quick access: ▶ Tap the bar at the top of the display and drag downwards ▶ **Bluetooth** hold for at least 2 sec.

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

▶ Next to the device which you want to give access to the contact, tap > ▶ **Allow access to contacts** activate/deactivate with switch ( = activated)

On the web interface

▶  **Settings** ▶  **Network** ▶ **Bluetooth** ▶ next to the device which you want to give access to the contacts, click  ▶ **Allow access to contacts** activate/deactivate with switch ( = activated) ▶ **Save**

Import contacts

Contacts can be imported automatically or manually. If the **Automatic import** function is activated, the contacts of the paired device are transferred to the local directory and made current without further action. The contacts are imported from the mobile device once a day if it is in range.

On the web interface

▶  **Settings** ▶  **Network** ▶ **Bluetooth** ▶ next to the device with the contacts you want to import, click 

Automatic import: ▶ activate/deactivate function with switch ( = activated)

Import manually: ▶ click **Import** ▶ **Import** ... the contacts are transferred



All contacts of the handset are imported. The sending of individual contacts is currently not possible.

Emergency numbers

Emergency numbers can also be selected when the key lock is active (preset PIN for unlocking: 1234). The emergency number 112 is entered by default. Add more personal phone numbers for specific events.

Managing emergency numbers

On the web interface

- ▶  **Home** ▶  **Contacts** ▶ **Emergency numbers** ... the emergency numbers are sorted numerically in a list with comment

Filtering a list:

- ▶ Enter filter criteria in the **Filter by number or comment** text field
 - By number: Enter the start digits of the numbers
 - By comment: Enter letters occurring in a comment
- ▶ click  ... only the matching entries are displayed

Change the comment of the emergency number:

- ▶ next to the entry, click  ▶ change comment ▶ **Save**

delete emergency number:

- ▶ next to the entry, click  ▶ confirm with **Ok**

Add emergency number

On the web interface

- ▶  **Home** ▶  **Contacts** ▶ **Emergency numbers** ▶ **Add** ▶ enter number ▶ enter comment for emergency call ▶ **Save** ... the number is entered in the list

Black lists

Blocking numbers for incoming and outgoing calls.

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

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

Managing the black list

On the web interface

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

Select the required black list:

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

Filter list:

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

Change entry comment:

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

Deleting a number from the black list:

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

Entering a number into the black list

On the web interface

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

Transferring numbers from the call and message lists

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

In the Display menu

- ▶  ▶  Messages ▶  select **Call list** or answering machine ▶ next to the entry, tap  ▶ **Block number** ▶ **Block** ... transfer the number to the black list **Incoming calls**

On the web interface

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

Settings

The telephone is preconfigured. Individual settings can be modified via the phone's display menu or the web interface

Country

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

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

Date and time

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



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

In the Display menu

- ▶  ▶  Settings ▶  Date & Time

On the web interface

- ▶  Settings ▶  System ▶ Date & Time

24h Time Format:

- ▶ Set the desired time format with the switch



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



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

Time Zone:

- ▶ Select the time zone in which the phone is operated

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

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

Setting the time manually:

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

Time server:	Shows the URL or IP address of the time server if Use time from network is activated. Default setting: pool.ntp.org or the address of the router if this is set as the time server. If another time server is being used on your network, enter this here.
Last synchronisation with time server:	Date and time of the last synchronisation.
Date:	Current date
Time:	Current time
Save the settings:	▶ Save

Language

Setting the display language

In the Display menu

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

On the web interface

▶  Settings ▶  Device ▶ **Display language** ▶ select language ▶ **Save**

Setting the web interface language

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

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

Display

Brightness

Set the brightness for the display in idle status, in normal mode and for the screensaver.

In the Display menu

▶  ▶  Settings ▶  Display ▶  Brightness ▶ set brightness level in each case using the slider ... the settings are implemented immediately

On the web interface

▶  Settings ▶  Device ▶ **Display** ▶ **Brightness** ▶ set brightness level in each case using the slider ▶ **Save**

Night mode

Switch off display and ringtone at a specified time.

In the Display menu

▶  ▶  Settings ▶  Display ▶  Night mode

On the web interface

▶  Settings ▶  Device ▶ Display ▶ Night mode

Activation: ▶ Activate/deactivate using the switch ( = activated)

Set period: ▶ In the **from** / **to** fields, select the hour and minute for the start and end of the period.

Switch the ringtone off: ▶ Activate/deactivate **Call silencing** with the switch ( = activated)

Activated: Calls are only indicated visually. The ringtone is suppressed.

Deactivated: Only the display is darkened.

Save the settings: ▶ **Save**

Image management

Managing images for the display background and the screensaver.

On the web 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 image from your computer's file system into the area next to **File upload**

or: ▶ **Browse file** ▶ select the file from the file system ▶ **File upload**

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

Delete an image: ▶ Mark image or images ▶ **Delete image**

Screensaver

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

In the Display menu

▶  ▶  Settings ▶  Display ▶  Screensaver

On the web interface

▶  Settings ▶  Device ▶ Display ▶ Screensaver

Activate after: ▶ Select the amount of time after which the screensaver is activated

Show: ▶ Select the desired screensaver

Save the settings: ▶ **Save**

In the Display menu, when selecting Slideshow:

▶ Select the time interval between the display of the images ... the available images are displayed ▶ mark the required images (= marked)

In the web interface, when selecting Pictures:

The available images are shown.

▶ Mark the required image or multiple images

If multiple images are marked, these are displayed as a slide show.

▶ Select time interval between the images being displayed



You can upload your own images via the web interface.

Background image

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

In the Display menu

▶  ▶  Settings ▶  Display ▶  Background picture

On the web interface

▶  Settings ▶  Device ▶ Display ▶ Background Picture

Time between images: If you want to select multiple images, these will change at the selected time interval.

▶ select time interval between the images being displayed

Select image: The available images are displayed.

▶ select the required images (= selected)

Save the settings: ▶ **Save**



Upload personal images via the web interface.

Sounds & Audio

Ringtones

Setting different ringtones for internal and external calls, group calls and the door intercom.

In the Display menu

▶  ▶  Settings ▶  Sounds & Audio ▶  Ringtones

On the web interface

- ▶  Settings ▶  Device ▶ Sounds ▶ Ringtones library
- ▶ Select call type (**External calls** / **Internal calls** / **Group calls** / **Door intercom**) ▶ select ringtone ( = selected) ▶ Save
- ▶ Play ringtone: ▶ next to the ringtone name, tap 
 - If set on the phone: playback is via the speaker.
 - If set via the web interface: playback is via the PC speaker or mobile device.

Uploading your own ringtones



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

On the web interface

- ▶  Settings ▶  Device ▶ Sounds ▶ Ringtones library
 - ▶ Drag ringtone file from your computer's file system in the section next to **Upload file** ▶ **Add ringtone**
- or: ▶ **Browse file** ▶ select the file from the file system ▶ **Add ringtone**

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

- Listen to the ringtone: ▶ click  next to the entry ... the ringtone is played via the PC speaker or the mobile device ▶ pause playback with 
- Change ringtone name: ▶ next to the entry, click  ▶ enter the new name ▶ **Save**
- Delete ringtone: ▶ next to the entry, click  ▶ confirm with **Ok**

Volume

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

In the Display menu

- ▶  ▶  Settings ▶  Sounds & Audio ▶  Volume ▶  set volume in each case using the slider ... the settings are implemented immediately

On the web interface

- ▶  Settings ▶  Device ▶  Sounds ▶  Volume ▶ Set volume with the slider in each case



During a call, change the volume of the receiver, handsfree function and headset using the volume keys  and .

Advisory tones

Activating/deactivating acoustic advisory tones for confirmations and key clicks.

In the Display menu

- ▶  ▶  Settings ▶  Sounds & Audio ▶  Advisory tones ▶ Activate/deactivate advisory tones with the switch ( = activated)

On the web interface

- ▶  Settings ▶  Device ▶  Sounds ▶  Advisory tones ▶ Activate/deactivate advisory tones with the switch ( = activated)

Keys and widgets

Changing the key assignments

The centre , top , bottom  control key and the message key  are preassigned specific functions. You can change the assignments yourself.

On the web interface

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

Centre

Pressing the centre of the control key  opens the phone menu when the phone is in idle status. The assignment cannot be changed at this point.

Call lists (Navikey-Up)

The control key  opens the call list **All** when the phone is in idle status. The assignment cannot be changed at this point.

Contacts

The user can call up different directories using the control key . By default, pressing the key **briefly** opens the local directory. Changing the assignment:

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

Messages

The message key  shows the missed calls and new voice messages by default. By assigning the key a FAC (Function Access Code), a function defined on the PABX can be triggered.

- ▶ Click **FAC** ▶ Enter the FAC code for the function

Save settings: ▶ **Save**

Making/receiving calls

Managing telephony devices

Managing corded and cordless telephony devices. Telephony devices are your own device (Gigaset Fusion), other SIP devices (e.g. a phone, door intercom) and DECT handsets or DECT repeaters.

In the Display menu

- ▶  ▶  **Settings** ▶  **Telephony** ▶  **Phone devices** ... the telephony devices managed by the phone are listed with the name and internal number

Show additional information on the device: ▶ tap the entry

Add device:

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

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



Use web interface to change and delete devices.

On the web interface

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

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

Add device (Only for the **Admin** user role):

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

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

Edit device: ▶ click  next to the entry

Delete device: ▶ next to the entry, click  ▶ confirm prompt with **Yes**
It is not possible to delete your own device.

Adjusting the settings for your own device

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ next to **Own device** click  ▶ change settings as required ▶ **Save**

Set Message configuration (MWI)

(MWI = Message Waiting Indicator)

If the function is activated, the message key  flashes when a new voice message is received. Define for which answering machine new incoming voice messages are signalled via the message key. You carry out this setting for your own device, SIP phones and DECT handsets. All answering machines can be assigned to the Gigaset Fusion. For other SIP phones and DECT handsets, only one answering machine can be configured for MWI.

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Phone devices** ▶ next to the entry for your own device, a SIP phone or a DECT handset, click  . . . under **Message configuration (MWI)**, the local and network answering machines set up are listed

Your own device ▶ Activate/deactivate answering machines = activated)

SIP devices and DECT handsets: ▶ If necessary, select a different answering machine or **No selection** (= selected)

Setting up call diverts

In a call group, multiple telephones are grouped together, to which the same call numbers are assigned. An incoming call to one of these numbers can be accepted on all devices in the call group.

Call groups can be set up with different call behaviour:

Linear The call is first signalled on the first device. If the call is not accepted, the next device of the group is called, etc.

Parallel The call is signalled on all devices of the call group at the same time. The first one to pick up takes over the call.



There is the predefined call group "Call to all" (group call). This calls all telephony devices connected to the telephone at the same time (Gigaset Fusion, registered handsets and SIP telephones).

Trigger call on all: ▶ Select

This call group is hidden, i.e. it is not displayed in the call groups.

In the Display menu

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

Adding a new group:

▶ **Add new** ... the **Devices & Groups** wizard is opened ▶ select **Group** ▶ **Next** ▶ enter name for the group ▶ select internal number ▶ select call behaviour ▶ **Next** ... all registered telephony devices are listed ▶ select devices that are to be included in the call group (= selected) ▶ **Next** ▶ use to specify the sequence of devices with 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 web interface to change and delete call groups.

On the web interface

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

Add new group:

▶ **Add** ▶ **Ringing group** ... the wizard **Ringing group** is opened ▶ enter name for the number ▶ select internal call number ▶ select call behaviour ▶ with **Linear ringing**: Select the time (in seconds) that will be waited until the call is transferred to the next group member ▶ **Next** ... the available devices are listed ▶ drag the required devices into the **Active devices** area ▶ **Next** ▶ select 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: ▶ next to the entry, click ▶ confirm prompt with **Yes**

Setting up connections

So that you can make calls and add buttons and widgets to the screen, you need at least one VoIP account (connection) with an internet telephony provider. This can be provided via a provider or a PABX. You will receive access data for registration (username, login name, password etc.).

Each telephony device (cordless or corded) must be assigned at least one connection. Devices can have different connections for incoming and outgoing calls. Multiple can use the same connection (call group).



Additional information regarding the settings for specific providers or routers
→ wiki.gigaset.com

Displaying connections

In the Display menu

▶ ▶ Settings ▶ Telephony ▶ Connections ... the connections already set up are listed with name and connection status

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

Display connection information: ▶ tap the entry

Device name Name of the connection
Phone number Number of the VoIP account
SIP Username User name
SIP Password The password for the VoIP account is hidden

On the web interface

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

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



The status of registration is updated dynamically.

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

Adding a new connection

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

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



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

In the Display menu

▶  ▶  Wizards ▶  VoIP Connections

or: ▶  ▶  Settings ▶  Telephony ▶  Connections ▶ Add

On the web interface

▶  Wizards ▶ SIP Connection

or: ▶  Settings ▶  Telephony ▶ Connections ▶ Add

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

Editing/deleting connections**On the web interface**

▶  Settings ▶  Telephony ▶ Connections ... the set up connections are listed

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

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

System**Updating the firmware**

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

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

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

In the Display menu

▶  ▶  Service ▶  Update & Backup ▶  Firmware update (admin only) ... the currently installed firmware version is checked

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

On the web interface

(Only for the **Admin** user role)

▶  Settings ▶  System ▶ Update & Restore ▶ Firmware update

Run firmware update automatically

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

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

Run firmware update manually

The currently installed firmware version is displayed.

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

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

Update firmware with file



You need a firmware file. Official releases of firmware versions are available for download from → wiki.gigaset.com.

Unzip the file after downloading before beginning the installation.

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

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



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

Saving and restoring settings

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

In the Display menu

▶ ▶ **Service** ▶ **Update & Backup** ▶ **Backup** ... if a backup has already been created, the date of the last backup will be displayed

Backups can only be created on the web interface.

On the web interface

(Only for the **Admin** role)

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

Saving and restoring device settings:

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

Default setting for file name: settings.zip

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

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

Saving individual connection logs to the PC:

▶ from the list **System CDR** select the device from which the individual connection log is to be downloaded or **All** for all devices ▶ select save location in the file system ▶ **Save** ... the information is stored in a ZIP file, preset for file name: cdr.zip

The ZIP archive contains a CSV file that can be used for other analyses.

Save voice messages to the PC:

- ▶ next to **Voicemails** click **Download** ▶ select save location in the file system ▶ **Save ...** the information is saved as a ZIP file

Preset for file name: voicemail.zip

Delete voice messages on the phone after backup:

- ▶ before download, activate/deactivate **Delete voicemails after download** = activated)



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

Restarting the system

In the Display menu

- ▶ ▶ **Service** ▶ **Update & Backup** ▶ **Reboot** ▶ confirm prompt with **Reboot** ... the phone is restarted and will be temporarily unavailable for use

When the process is complete, the phone will be in idle status.

On the web interface

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

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

Restoring the phone to default settings

(Only for the **Admin** user role)

In the Display menu

- ▶ ▶ **Service** ▶ **Update & Backup** ▶ **Factory reset (admin only)** ▶ confirm prompt with **Factory reset** ▶ enter administrator password for the phone (preset **admin**) ▶ **OK** ... all settings are reset, the phone restarts with the setup wizard

On the web interface

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

Advanced settings

Making/receiving calls

Access code

(Only for the **Admin** user role)

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

On the web interface

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

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

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

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

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

Save the settings: ▶ **Save**

Area and country codes

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

On the web interface

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

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

International

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

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

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

National

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

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

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

Save settings: ▶ **Save**

Dialling rules

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

Manage dialling rules

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Dialling plans** ... the existing dialling rules are listed by number

Filtering a list:

- ▶ Enter filter criteria in the **Filter by number or comment** text field
 - By number: Enter the start digits of the numbers
 - By comment: Enter letters occurring in a comment
- ▶ click  ... only the matching entries are displayed

Edit dialling rule:

- ▶ next to the entry, click  ▶ change name ▶ **Save**

Delete dialling rule:

- ▶ next to the entry, click  ▶ confirm with **Ok**

Create a new dialling rule

On the web interface

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

Activate/deactivate the dialling rule

On the web interface

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

Specifying the call path

Specify how calls are made that are received via a call manager or outgoing calls that are initiated via a function key.

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Advanced settings** ▶ **Speech path** ▶ select required options ( = selected)

Calls via Call Manager: Accept call directly

- via headset** The telephone automatically activates the connected headset to accept the call.
- via handsfree** The telephone automatically activates the handsfree function to accept the call.
- No** The call is not accepted at all.

Outgoing calls via function key: Execute call

- via headset** The telephone automatically activates the connected headset during dialling.
- via handsfree** The telephone automatically activates the handsfree function during dialling.

Save settings: ▶ **Save**

Setting STUN server

(Only for the **Admin** user role)

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

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

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

On the web interface

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

Activate STUN ▶ Activate/deactivate function with the switch ( = activated)

STUN server address ▶ Enter the (fully-qualified) DNS name or the IP address of the STUN server on the internet followed by the port number (e.g. publicstun:3478)

Save the settings: ▶ **Save**



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

Audio

Voice quality

(Only for the **Admin** user role)

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

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

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

On the web interface

▶  **Settings** ▶  **Telephony** ▶ **Audio** ▶ **Voice quality** ... the connections set up are displayed with quality level and codecs used ▶ next to the entry, click 

▶ Select quality levels with the buttons (**High bandwidth** / **Low bandwidth** / **Own codec preference**) ... the button for the selected quality level is shown in orange, the codecs used are shown according to the selection in the lists **Selected codecs** and **Available codecs**

Selected codecs contains the codecs assigned to the quality level

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

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

Hold music

If a call is on hold, e.g. for a query or to initiate a conference, the participant hears hold music. If you do not want to use the default melody, you can upload a music file.



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

On the web interface

- ▶  **Settings** ▶  **Telephony** ▶ **Audio** ▶ **Music on hold** ▶ **Use own music on hold** activate/deactivate with switch ( = activated)
 - ▶ Drag hold music from your computer's file system in the section next to **Upload file** ▶ **Upload music on hold**
- or:
- ▶ **Browse file** ▶ select the file from the file system ▶ **Upload music on hold**

If you have uploaded your own hold music, the storage location used is displayed next to **Memory**.

If there are multiple music files, the most recently uploaded will be used, i.e. the first one in the list.

Play music file:

- ▶ Click  next to the entry ... the announcement is played via the PC or the mobile device ▶ pause playback with 

Change music file name:

- ▶ Next to the entry, click  ▶ change name ▶ **Save**

Delete music file:

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

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

Selecting a ringtone

(Only for the **Admin** user role)

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



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

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

On the web interface

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

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

- ▶ **Dial tone in dial preparation** activate/deactivate with switch (= activated)

Provisioning

(Only for the **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 adapted to company-specific requirements by importing an individual provisioning profile. For example, the display menu can be adjusted, functions can be added or removed.

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

On the web interface

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

Start provisioning: ▶ click **Start**



Importing an incorrect provisioning profile may render the phone unusable.



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

VoIP profile

(Only for the **Admin** user role)

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

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

On the web interface

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

Network

Local network (LAN)

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

If you need a different configuration for your network, do it manually. Settings for the network configuration can only be made by the **Admin** user role. The **User** role has read access only.

In the Display menu

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

On the web interface

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

Setting the network configuration manually

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

VLAN

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

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

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

LAN Activate VLAN for the LAN interface

LAN and PC Activate different VLAN for the LAN and the PC interface of the phone

In the Display menu

▶  ▶  **Settings** ▶  **Network** ▶  **LAN** ▶  enter password for the **Admin** role ▶ **OK** ▶ **VLAN Tagging** activate/deactivate with switch ( = activated) ▶ select interface (LAN or LAN and PC)

On the web interface

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

Other settings

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

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

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 can no longer be reached. In this case, reset the device to factory settings or change the settings via the phone Display menu.

Activate/deactivate Link Layer Discovery Protocol

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

On the web interface

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

Quality of Service (QoS)

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

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

On the web interface

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

Common values for VoIP (default setting):

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



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

Wireless network (WLAN)

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



You need the security password for the WLAN to which you want to log in the phone. If the device is connected via WLAN, it cannot be used as a switch for a PC connected to the PC port.

Changes to the settings can only be made by the **Admin** role. The **User** role has read access only.

Activating/deactivating WLAN

In the Display menu

- ▶  ▶  Settings ▶  Network ▶  Wi-Fi ▶  enter password of the **Admin** role ▶ OK ▶ activate/deactivate function with the switch ( = activated)

On the web interface

- ▶  Settings ▶  Network ▶  Wi-Fi ▶ Activate/deactivate the function with the switch ( = activated)

If the WLAN interface is activated, the WLAN networks available within range are listed by name and status. If the phone is registered with a WLAN and the connection is active, the **Connected** status is displayed.

Icons:

-  /  WLAN encrypted / unencrypted
-  Signal strength of the wifi signal, the number of black bars indicate the signal strength: **Excellent signal**, **Good signal**, **Fair signal**, **Weak signal**, **No signal**.

Refresh list: ▶ Refresh or 

Connecting to a WLAN

-  The phone can only be connected to one WLAN. A new connection will end any existing connection.

In the Display menu

- ▶  ▶  Settings ▶  Network ▶  Wi-Fi ▶  Enter password for the **Admin** role ▶ OK ▶ select the required WLAN ▶  enter the WLAN password ▶ **Connect** ... the connection is established, if successful, the **Connected** status is displayed

On the web interface

- ▶  Settings ▶  Network ▶  Wi-Fi ▶ next to the required WLAN, click  ▶ **Connect** ▶ enter password for the network ▶ **Connect** ... the connection is established

Disconnect connection: ▶ Next to the connected WLAN, click  ▶ **Disconnect**

Showing information on the WLANs

In the Display menu

- ▶  ▶  Settings ▶  Network ▶  Wi-Fi ▶  Enter password for the **Admin** role ▶ OK ▶ tap the arrow  next to the WLAN

The following information on the WLAN is displayed:

Name	WLAN name (SSID) of the network
Status	Possible values: Connected , Not connected
Signal strength	Indicator for the quality of the wifi connection. Possible values: Excellent signal , Good signal , Fair signal , Weak signal , No signal
Frequency	Frequency range of the wifi traffic (2.4 or 5 GHz)
Security	Encryption method used

Adding WLAN networks manually

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

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

In the Display menu

- ▶  ▶  Settings ▶  Network ▶  Wi-Fi ▶  Enter password for the Admin role ▶ OK ▶ Add ▶ enter SSID ▶ select security procedure used ▶ enter password ▶ Save

On the web interface

- ▶  Settings ▶  Network ▶ Wi-Fi ▶ Add manually ... the WLAN wizard is opened ▶ enter SSID ▶ select security procedure used ▶ enter password ▶ Next ... the data is displayed for checking ▶ Finish

or:  Wizards ▶ Wi-Fi ▶ ... following instructions in the wizard

Network security

(Only for the Admin user role)

Setting up HTTP authentication

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

On the web interface

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

Manage certificates

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

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

Server certificates

On the web interface

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

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

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

Show detailed information on the certificate:

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

Delete certificate:

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

Load new certificate

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

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

Client certificates

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

On the web interface

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

Upload private key:

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

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

HTTP server

Configure access to the web interface of the phone.

On the web interface

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

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

HTTP proxy server

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

On the web interface

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

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

Status information and diagnostics

System information

Show information on the configuration and status of the system.

In the Display menu

▶  ▶  Service ▶  Info

Device	Device name of the phone on the local network. This may vary from the internal name of the phone shown on the display.
SW Version	Firmware currently installed on the phone
Variant	Firmware variant, normally: Default
LAN MAC Address	Hardware address of the LAN interface, 12 digits.
LAN IP Address	If the phone is connected via LAN: The phone's IP address on the local network
WiFi MAC Address	Hardware address of the WLAN interface, 12-digit.
WiFi IP Address	If the phone is connected via WLAN: IP address of the phone's WLAN interface.
Total operating time	Operating time since commissioning in days, hours and minutes
Operating time	Operating time since last system start in days, hours and minutes

On the web interface

▶  Settings ▶  Service ▶ **System status** ▶ **IP configuration**

Device name in the network	Device name of the phone on the local network. This may vary from the internal name of the phone shown on the display.
LAN MAC address	Hardware address of the LAN interface, 12 digits.
LAN IP address	If the phone is connected via LAN: The phone's IP address on the local network
WiFi MAC address	Hardware address of the WLAN interface, 12-digit.
WiFi IP address	If the phone is connected via WLAN: IP address of the phone's WLAN interface.
RFPI	Radio Fixed Part Identity of the base station. The RFPI is the unique identification of the DECT interface.
MAC ID	Consists of the 12-digit MAC address and a 4-digit code. Programmed by the manufacturer and makes the device uniquely identifiable for certain services, such as redirect (URL forwarding) or licensing.
LAN port	Technical specifications of the LAN connection, e.g. 100 MBit full duplex
PC port	Technical specification of the PC connection, e.g. 10 MBit full duplex

▶  **Settings** ▶  **Service** ▶ **System status** ▶ **Software**

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

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

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

▶  **Settings** ▶  **Service** ▶ **System status** ▶ **Connection status**

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

▶  **Settings** ▶  **Service** ▶ **System status** ▶ **Device status**

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

Tools for diagnostics

System logs

Uploading phone system logs to PC

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

On the web interface

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

System logging with setting Remote Syslog

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

On the web interface

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



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

PCAP log files

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



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

On the web interface

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

- To start a recording: ▶ click **Start**
- To end a recording: ▶ click **Stop**
- To save a recording: ▶ **Download** ▶ select save location in the file system ▶ **Save ...**
the information is stored as a ZIP file
Default setting for file name:
pcap_normal_fusion_<timestamp>_decrypted.zip

Automatic restart

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

On the web interface

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

Support

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

On the web interface

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

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

▶ **Customer support**

Show Open Source licences used in the software:

▶ **Software licenses**

Show information on data protection:

▶ **Data protection and Information security**

Appendix

Customer Service & Help

Do you have any questions?

For quick help and information, please refer to this user guide or visit wiki.gigaset.com.

For online information and services concerning

- Products
- Documents
- Interop
- Firmware
- FAQ
- Support

please refer to wiki.gigaset.com.

For further information our Gigaset specialised reseller will be happy to help you related to your Gigaset product.

Warranty document

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

Warranty conditions:

- New devices (telephones, smartphones) and their components in which a defect is detected within 24 months from the date of purchase resulting from a manufacturing and/or materials fault will, at the customer's discretion, be exchanged free of charge for a technologically current device or repaired by Gigaset Communications. This durability warranty applies for 12 months from the date of purchase for parts subject to wear (all moving parts that can be replaced by the customer itself, e.g. spare parts, batteries, keyboards, housing).
- This warranty does not apply in the event a defect to devices is attributable to improper treatment and/or a failure to follow the operating guides.
- This warranty does not cover any services provided by the appointed dealer or by the customer himself (e.g. installation, configuration, software downloads). Manuals and, where applicable, accompanying software on a separate data carrier are also excluded from the warranty.
- Proof of purchase plus date of purchase are required as evidence of a valid warranty. Warranty claims must be asserted within two (2) months of the awareness of a warranty event.
- Replaced devices or their components returned to Gigaset Communications during the course of an exchange are transferred to the ownership of Gigaset Communications.
- This warranty applies to new devices acquired within the European Union. These will be exchanged free of charge for a technologically current device or repaired by Gigaset Communications. The warrantor is Gigaset Communications GmbH, Frankenstraße 2, D-46395 Bocholt.
- No further or different claims arising from this manufacturer's warranty will be accepted. Gigaset Communications accepts no liability for operational interruptions, loss of profit and loss of data, software additionally installed by the customer or other information. The customer is responsible for safeguarding these. The liability disclaimer does not apply if liability is mandatory, for example under the Product Liability Act, in cases of wilful intent, gross negligence, injury to life, limb and health or breach of material contractual obligations. Claims for damages in respect of breach of material contractual obligations are however limited to foreseeable losses typical for the contract, unless liability is as a result of wilful intent, gross negligence, injury to life, limb and health or under the Product Liability Act.

- Successful assertion of a warranty claim does not extend the term of the warranty.
- Unless there is a warranty event, Gigaset Communications reserves the right to charge the customer for an exchange or repair. Gigaset Communications will inform the customer of this in advance.
- Any change to the rules governing burden of proof to the detriment of the customer is not connected with the above rules.
- Federal German law applies to this warranty, to the exclusion of the United Nations Convention on Contracts for the International Sale of Goods (CISG). This choice of law does not deprive the consumer of the protection he/she would have been granted under provisions that cannot be derogated from by agreement, according to the law of the country in which he/she has her habitual residence ("favourability principle").

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

Manufacturer information

Authorisation

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

Depending on your telecommunication network interface, an additional router/switch could be necessary.

For further information please contact your Internet provider.

Country-specific requirements have been taken into consideration.

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

S30853-H3111-XXXX / L36853-H3111-XXXX

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

www.gigaset.com/docs.

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

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

S30853-H3111-XXXX / L36853-H3111-XXXX

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

www.gigaset.com/docs.

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

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

Therefore please check all of these files.

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

WLAN

WLAN standard	IEEE 802.11 a/b/g/n/ac
Frequency range	2.400-2.4835 GHz (IEEE 802.11 a/b/g/n) 5.180-5.700 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. 30m indoors approx. 150m outdoors (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

Base power adapter

Manufacturer	Salom Electric (Xiamen) Co. Ltd. Commercial register: 91350200612003878C 31 Building, Huli Industrial District, Xiamen, Fujian 361006, P.R. China
	LEADER ELECTRONICS Commercial register: 913211007039359372 8F, No.138 Ln. 235 Baoqio Rd. Xindian Dist. New Taipei City 23145, Taiwan
Model ID	C783 / C784
Input voltage	230 V
Input alternating current frequency	50 Hz
Output voltage	12 V
Output current	1.3 A
Output power	15.6 W
Average efficiency during use	> 84.3 %
Efficiency at low load (10%)	> 80 %
Power consumption at zero load	< 0.10 W

Icons

Display toolbar

Icon	Meaning
	Reception quality of the 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
	Call divert active
	Do not disturb (DND) active

Menu overview

Telephone

Open main menu: ► When the phone is in idle status, tap 

	Messages	Call list	→ p. 39
		List of available answering machines	→ p. 42
	Contacts	Local directory	→ p. 44
		Central directory	→ p. 44
		Other set up contacts (e.g. Google, Microsoft 365)	→ p. 49
	Wizards	Devices & Groups	→ p. 76
		VoIP Connections	→ p. 78
	Settings	Telephone		
		Devices	→ p. 76
		Connections	→ p. 78
		Call divert	→ p. 35
		Call settings	→ p. 30
			→ p. 33
		DECT	→ p. 65
		Contact sorting	→ p. 47
		Voicemail	→ p. 53
		Display		
		Brightness	→ p. 71
		Night mode	→ p. 72
		Screensaver	→ p. 72
		Background picture	→ p. 73
		Virtual keyboard	→ p. 21
Language	→ p. 71		
Sounds & Audio				
Ringtones	→ p. 74		
Volume	→ p. 75		
Advisory tones	→ p. 75		
Announcements	→ p. 59		
Date & Time	→ p. 70		

 Service	Network	LAN	→ p. 89
		Wi-Fi	→ p. 91
		Bluetooth	→ p. 65
	Passwords & PIN's	Admin password	→ p. 20
		User password	→ p. 20
		DECT Registration PIN	→ p. 63
		Keylock PIN	→ p. 21
	Update & Backup	Firmware update (admin only)	→ p. 80
		Backup	→ p. 81
		Factory reset (admin only)	→ p. 82
	Reboot	→ p. 82	
	Support	→ p. 99
	Info	→ p. 96

Web user interface



For the web interface, there are the user roles **Admin** and **User**. Settings that can only be made by the **Admin** user role are displayed below with a grey background.

- Open the web interface (→ p. 24)

 Home	Overview	→ p. 25
	Contacts	Local contacts	→ p. 46
		Central contacts	→ p. 46
	(if set up)	Google contacts	→ p. 49
	(if set up)	Microsoft 365 contacts	→ p. 49
	(if set up)	LDAP contacts	→ p. 49
	(if set up)	XML contacts	→ p. 52
		Emergency numbers	→ p. 68
		Blocking list	→ p. 68
	Messages	Call list	→ p. 39
	Voicemail	→ p. 42	



Settings

Contacts

Contacts	→ p. 46
Google contacts	→ p. 49
Microsoft 365	→ p. 49
LDAP contacts	→ p. 49
XML contacts	→ p. 52

Telephony

Phone devices	→ p. 76
Connections	→ p. 78
Call diverts	→ p. 36
Number handling	→ p. 83
Dialing plans	→ p. 84
Advanced settings	→ p. 85
Voicemails	→ p. 53
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Device

Display	→ p. 71
Display language	→ p. 71
Sounds	→ p. 74
Keys & Widgets	→ p. 75

System

Country	→ p. 70
Date & Time	→ p. 70
Provisioning	→ p. 88
VoIP profile	→ p. 89
Update & Restore	→ p. 81
Reboot & Reset	→ p. 82

Network

LAN	→ p. 89
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Bluetooth	→ p. 65
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**Wizards**

Wizards overview	→ p. 23
IVR	→ p. 58
Wi-Fi	→ p. 93
SIP Connection	→ p. 12
SIP device	→ p. 76
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Ringling group	→ p. 77
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