FAQ - GAP handset support

Valid for:	N610	N670	N870	N870E	Embedded Integrator	Virtual Integrator

From software version 2.57.0 or higher this feature/setting is not supported/needed anymore.

Introduction

Gigaset can not guarantee that **non** Gigaset PRO handsets will work behind the N870/N670. We have even seen that certain GAP handsets cause instability in the system and therefore limited the usage of GAP handsets.

If you want to use GAP support for service or test needs….than we have a switch to disable the GAP handset limitation via auto-provisioning, see below for more information.

When this option is disabled and instability is reported, Gigaset will not investigate these instability issues. The GAP limitation needs to be enabled again and if then still instability occurs, support is guaranteed.

How to disable the GAP handset limitation

For this solution you need software 2.26.0 or higher.

Create an auto-provisioning file like shown here.

value=0 GAP handset limitation deactivated

value=1 GAP handset limitation activated

In the N870 web-interface go to: **SETTINGS - System - provisioning and configuration - Browse - select this file - Upload -Start auto configuration**

```
<?xml version="1.0" encoding="UTF-8"?>
<provisioning version="1.1" productID="e2">

        <nvm>

        <param name="DmGlobal.0.ZeroDisplayHsProtection" value="0"/>

        </nvm>

</provisioning>
```

You may download the file here: GAP_on.xml

Not official supported handsets that are in GAP mode, could have the behavior that after entering a number and pressing the dial key a 4 seconds delay is noticed before the Invite is send. This is because official supported PNCAP handsets have the dial-complete signalling and other handsets do not have this. They have to wait for the 4s dial-complete timeout.