

# Errors and troubleshooting

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

## Connection errors

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

## File transfer and synchronisation

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

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

## Firmware update

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

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

## Telephony Mode

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

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

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