

Questions and answers

If you have any questions about the use of your phone, you can contact us at www.gigaset.com/service at any time.

For more information about combining different Gigaset devices, visit: www.gigaset.com/compatibility.

The table below also lists steps for troubleshooting.

General notes:

To avoid problems, always use:

- ◆ The power adapter supplied
- ◆ The phone cord supplied
- ◆ The batteries supplied or recommended

Error	Possible cause	Solution	See
Batteries and standby time			
The device does not charge	The handset is not inserted correctly in the charger	Insert handset correctly	
	The plug on the charger or base is not plugged in	Insert plug correctly until it engages	Connecting the base/charger
	The batteries used are not the recommended, rechargeable batteries	The batteries are not permitted; insert only the recommended, rechargeable batteries	Specifications/batteries and www.gigaset.com/service
	When the battery is empty, it may take a few minutes for the charging indicator to become active		
	The batteries used are old	Change the batteries	Inserting the battery
	The contacts are not clean	Clean the poles of the batteries, the contacts in the charger and on the handset	
	Initial charging/discharging was not performed correctly	Repeat the charging/discharging procedure in accordance with the instructions	Initial charging and discharging of the batteries/Charging the battery
	Ambient temperature is too high. From approx. 37°C, the charging time becomes longer	Charge at lower ambient temperature/change location (e.g., in the case of direct sunlight)	
The device turns itself off even though the battery is still 2/3 charged according to the display	The contact/batteries are unclean or corroded	Clean the contacts/batteries or replace the batteries	Inserting the battery

Error	Possible cause	Solution	See
Batteries and standby time - continued			
The standby time of the batteries is less than that specified in the user guide	Functions such as Bluetooth, display backlight and Eco-Mode+ reduce the standby time	Restrict functions	ECO DECT, Bluetooth, Setting the display
	The batteries used are old/are not the recommended, rechargeable batteries	Insert and charge new, recommended, rechargeable batteries	Initial charging and discharging of the batteries/Charging the battery/Inserting the battery
	The backlight is activated outside of the charger	Deactivate the backlight outside of the charger	Setting the display/screensaver: Backlight
	Using the handset on systems/bases from other manufacturers increases the power consumption by up to 90%		
Displaying the caller's number (CLIP)			
The caller's number is not displayed	The caller has suppressed/not enabled Calling Line Identification	The caller should ask his network provider to enable Calling Line Identification (CLI)	Notes on calling line display (CLIP)
	Your telephone is connected via a PABX or a router with an integrated PABX (gateway) that does not transmit all information	Disconnect the power plug for your PABX! Reinsert the power plug after a short time. Wait until the device starts up again. If the caller's number is still not displayed, check the settings for CLIP on your PABX and activate this function if necessary	Notes on calling line display (CLIP) In the user manual for your PABX/router, search for the term "CLIP" (or an alternative term such as "Calling Line Identification", "phone number identification", "caller ID" etc.). If necessary, obtain information from the device manufacturer
	The called party has not enabled Calling Line Identification (CLIP)	The called party should ask his network provider to enable Calling Line Identification (CLIP)	Notes on calling line display (CLIP)

Error	Possible cause	Solution	See
Problems when making calls			
You do not hear a ringing tone	The base is not connected to the telephone network	Check the telephone cable	Connecting the base
	The phone cord supplied has not been used or has been replaced by a new cord with different pin connections	Please always use the phone cord supplied or ensure that the pin connections are correct when purchasing from a retailer	Pin connections on the telephone jack
The telephone does not ring	The ringtone is deactivated	Activate the ringtone (at least level 1). Note: Not all bases support the "Call signalling" feature	Activating/deactivating the ringer
You cannot receive calls	Call divert is set to "All calls" (if function is available)	Deactivate call divert	Call divert (CD)
The other party cannot hear you	The handset is "muted"	Unmute the microphone	Switching to mute
Call is interrupted or completely disconnected	Radio signals are weakened by walls, ceilings, insulation etc.	Do not place the base behind/beneath metallic objects. Do not place the base in the cellar if possible	Setting up the base and charger
	The handset is too far from the base. (Standard range in buildings is up to 50 m and up to 300 m outdoors)	Move the handset closer to the base	
	You have activated Eco Mode, which reduces the range by half	If you require a greater range, increase the transmission power again by deactivating Eco Mode	ECO DECT
	The location of the base is not optimal	Optimise the location, e.g., by increasing the distance to the wall/floor/ceiling. Select a more suitable floor; do not place the base in the cellar or behind/beneath metallic objects	
	Contact problems on the telephone socket	Check the cable; replace the TAE socket	
Sound quality			
Handsfree sound quality is not good	When using handsfree mode during a conference call, the sound quality can be impaired for technical reasons		
	Dirt on the handset (e.g., dust, iron filings)	Clean the handset	Caring for your telephone

Error	Possible cause	Solution	See
Interference			
Loud crackling, background noises, interference, scratching, changing volume	Operation on a system from a different manufacturer (router, splitter, extension system, ISDN analogue converter)	Test the Gigaset telephone on a different telephone connection or directly on the splitter/main connection. If the fault is not with the telephone, contact the manufacturer of the system (router, splitter etc.)	
	Cable routing	Do not wind the telephone cable and the power adapter cable together	
	Interference from other devices (e.g., network components of fax, PC, printer, mobile phone)	Increase the distance to other devices (at least half a metre)	
	Contact problems/corrosion of old cables; old TAE socket	Clean contacts; replace cable. Disconnect the TAE plug and insert again; replace TAE socket if necessary	
	The handset is too far from the base. (Standard range in buildings is up to 50 m and up to 300 m outdoors)	Move the handset closer to the base	
	You have activated Eco Mode, which reduces the range by half	If you require a greater range, increase the transmission power again by deactivating Eco Mode	ECO DECT
	The location of the base is not optimal	Optimise the location, e.g., by increasing the distance to the wall/floor/ceiling. Select a more suitable floor; do not place the base in the cellar or behind/beneath metallic objects	
Echo audible	Interference from the telephone network, e.g., when telephoning via the Internet (VoIP)	Test the Gigaset telephone on another telephone connection	
	Parallel connection of multiple telephones	Use only one Gigaset telephone per connection and register multiple handsets on it	
	Defective echo suppression on the calling device		

Error	Possible cause	Solution	See
Interference - continued			
Echo audible - contd	The base is connected to a router. Even when VoIP is not used, the router connecting the outside line and the Gigaset end device can cause echoes or distorted sound	Test the Gigaset telephone on a different telephone connection or directly on the splitter/main connection. If the fault is not with the telephone, contact the manufacturer of the system (router, splitter etc.)	
Displays			
The display is blank	The handset is not switched on	Press and hold the end call key 	
	The batteries are empty or defective	Charge or replace the batteries with recommended ones	Charging the battery
You cannot make calls and "BASE" or "No Base" is flashing in the display	You are too far from the base (Standard range in buildings is up to 50 m and up to 300 m outdoors)	Move the handset closer to the base. Set up the base at a central point in the building	
	The range of the base is reduced because Eco Mode is activated	Deactivate Eco Mode or reduce the distance between the handset and the base	Activate/deactivate Eco Mode
	The power cable is not connected to the base	Check the power cable connection	Connecting the base
"Place the handset in the base" or "Please register handset" is flashing in the display	The handset has not been registered with the base or has been de-registered	Place the handset in the base (this automatic registration procedure may take up to five minutes) or Register the handset manually	Manually registering or www.gigaset.com/registerhandset
"Not possible!" appears in the display	You want to activate both Eco Mode and repeater mode; this is not possible	Decide whether to activate Eco Mode or repeater mode. Eco-Modus/Eco-Modus+ and repeater support cancel each other out i.e., if you use a repeater, you cannot use Eco-Modus or Eco-Modus+	
	You want to activate Eco Mode+ but not all registered handsets support this feature		ECO DECT or see www.gigaset.com/compatibility

Error	Possible cause	Solution	See
Displays - continued			
"Not possible!" appears in the display - continued	You want to make an external call even though someone else is already conducting an external call (does not apply if the "Internal listening in" function has been activated)	Wait until the other call has ended	
	You want to make an external call whilst another party is speaking on your answering machine (does not apply to ISDN devices)	Wait until the announcement on the answering machine has ended	
Pixel error/colour deviations	The display uses pixels. Individual pixels can fail and/or lead to colour deviations	This is completely normal and does not indicate a fault	
Date/Time			
The date/time change with each incoming call	The date and time are sent via e.g., your network provider, a router or PABX during calling line display. This data may be incorrect	Set the date/time correctly, e.g., on the router or PABX Do not copy the date/time automatically (device-specific setting)	
Time has changed	The time was changed on another handset and thus transferred to the other devices		
Time is not updated	The handset is not fully compatible with the base		
Time is reset to the default status	Base and handset were deactivated at the same time	Reset the time. Make sure that the base and handset are not deactivated at the same time	Setting the date and time

Error	Possible cause	Solution	See
Answering machine (only for devices with an answering machine)			
No time is specified in the call list	Date/time is not set	Set the date/time	Setting the date and time
The answering machine reports "Invalid PIN" during remote operation	An incorrect system PIN has been entered	Enter the system PIN again	
	The system PIN is still set to 0000	Set the system PIN to something other than 0000	Changing the system PIN
The answering machine does not record any messages or cancels the recording	The memory is full or the message is too short	Delete old messages The caller must speak for longer than three seconds	Deleting messages
The answering machine cancels the recording of a personal announcement	The memory is full, a pause is longer than two seconds or the maximum recording time of 170 seconds has been exceeded	Delete old messages, listen to and delete new messages. Avoid pauses when recording an announcement	Deleting messages/ Recording an announcement
The answering machine has switched to announce only mode	The memory is full	Delete old messages	Deleting messages
The sound quality is unsatisfactory	The recording quality is set to Long Play" or „Standard“	Switch the setting to "Excellent" or "Very high" (device-specific setting)	Setting the recording parameters
The announcement message is unclear	When the announcement was recorded the microphone of the handset was too far away	Record the announcement message again. Reduce the distance to the microphone.	Recording an announcement
	There were disruptive background noises when the message was recorded	Record the announcement message in a quieter environment	Recording an announcement
There are no calls on the answering machine even though messages have been left	The network provider's network mailbox (voice-mail box) is recording the messages even though the device answering machine is activated	Deactivate the network mailbox (contact your network provider)	
		Make sure the ring delay time on the Gigaset answering machine is shorter than the time on the network mailbox so that the Gigaset answering machine responds first	Setting ring delay
	Another answering machine is connected or active via a PABX (router)	Deactivate the unwanted answering machine	

Error	Possible cause	Solution	See
Answering machine (only for devices with an answering machine) - continued			
There are no calls on the answering machine even though messages have been left - continued	The message was too short	The caller must speak for longer than three seconds	
The remaining memory time is shorter than specified	The recording quality is set to "Very high" or "Excellent"(device-specific setting)	Change the recording quality	Setting the recording parameters
The answering machine records the busy tone up to the end of the set recording time	The Gigaset telephone is connected to a PABX/router. This PABX sends a signal that is not recognised as busy tone.	Test the Gigaset telephone on another telephone connection; where necessary restrict the recording time	Setting the recording parameters
Consultation call, call swapping, conference (features)			
Consultation call, call swapping, conference not possible	These functions can be executed on the device but must be provided and enabled by the network provider. Operation can vary from one network provider to another	Contact your network provider	
Bluetooth (only for devices with Bluetooth)			
Registration of the Bluetooth headset not possible	The Bluetooth headset is not compatible with the Bluetooth profiles for Gigaset Handsfree Profile or Headset Profile	Use a compatible Bluetooth headset	Registering Bluetooth devices
	Bluetooth mode is not activated	Activate Bluetooth mode	Registering Bluetooth devices
	The registration procedure was not performed correctly	Repeat the registration process	Registering Bluetooth devices, see user guide for Bluetooth headset
	Bluetooth headset is not working	Reset the Bluetooth headset	See user guide for the Bluetooth headset
	The headset is already registered on another device (e.g., on a mobile telephone)	Deactivate the connection to the other handset and reset the Bluetooth headset. Repeat the registration procedure	See user guide for the Bluetooth headset
	The distance between the headset and the handset is too great	Reduce the distance between the headset and handset (max. 10 m)	
	The headset battery is empty	Charge the battery	See user guide for the Bluetooth headset

Error	Possible cause	Solution	See
Bluetooth (only for devices with Bluetooth) - continued			
Connection problems with a Bluetooth headset already registered	Another headset was registered, thus deleting the first headset from the list of known devices (the known devices list can only contain one Bluetooth headset)	Delete the headset from the list of known Bluetooth devices and repeat the registration procedure	Registering Bluetooth devices
	The distance between the headset and the handset is too great	Reduce the distance between the headset and handset (max. 10 m)	
	The headset battery is empty	Charge the battery	See user guide for the Bluetooth headset
Poor voice quality	The headset battery is empty	Charge the battery	See user guide for the Bluetooth headset
	The distance between the headset and the handset is too great	Reduce the distance between the headset and handset (max. 10 m)	
Volume			
Volume of the handset (earpiece volume) too quiet	The volume is at the lowest level	Change the earpiece volume setting. Change the position of the earpiece at the ear.	Changing the speaker/earpiece volume
Handsfree volume too quiet	The volume is at the lowest level	Change the handsfree volume setting	Changing the speaker/earpiece volume
Ringtone too quiet	The volume is at the lowest level	Change the ringtone volume setting	Changing ringtones
Tones and signals			
You do not hear a ringing tone	The base is not connected to the telephone network	Check the telephone cable	Connecting the base
	The phone cord supplied has not been used or has been replaced by a new cord with different pin connections	Please always use the phone cord supplied or ensure that the pin connections are correct when purchasing from a retailer	Pin connections on the telephone jack
The telephone does not ring or is too quiet, even though a call is signalled in the display	The ringtone is deactivated	Activate the ringtone (at least level 1)	Activating/deactivating the ringtone
	You have recorded your own ringtone (if the function is available) or downloaded a ringtone from the Internet and the source file is too quiet	Set the source or ringtone to a louder volume or record again	Changing ringtones
	The ringtone is suppressed for unknown calls (if the function is available)	Reactive the ringtone for unknown calls	Activating/deactivating the ringtone for unknown calls

Error	Possible cause	Solution	See
Tones and signals - continued			
The telephone rings even though you have suppressed the ringtone for unknown calls	The caller has not withheld Calling Line Identification (CLI), but instead has not enabled this feature		Information about ring delay (CLIP)
You hear a tone during operation	Your device uses advisory tones to tell you about different activities and statuses. You can activate and deactivate these advisory tones independently of each other		Activating/deactivating advisory tones Activating/deactivating advisory tones/battery low tone
You hear a tone during the call	The batteries are empty	Charge the batteries	Charging batteries
	Repeater test tone	Deactivate the repeater test tone	See user guide for your repeater
	Another caller is trying to reach you (call waiting tone)	Accept or reject the second call	Accepting a waiting call/ Rejecting a waiting call
The telephone does not ring with the specified VIP ringtone	The VIP caller is identified by the CLIP information; depending on the network provider, this is not transmitted until the second ring. Under some circumstances the standard ringtone is too long	Use a shorter ringtone as standard	Changing ringtones
The telephone does not ring with the specified ringtone	The caller is entered as a VIP caller in the directory and a VIP ringtone is assigned		
PIN entry			
Forgotten system PIN		Reset the system PIN to 0000	Resetting the system PIN
Error tone sounds after system PIN prompt	You have entered the wrong system PIN	Reset the system PIN to 0000	Resetting the system PIN
Moisture			
The device has come into contact with liquid		Immediate measure: Remove the battery! Allow the device to dry. Proceed as recommended in the user guide	Contact with liquid

Error	Possible cause	Solution	See
Emergency function (only for devices with emergency function)			
The emergency function could not be configured	You have not saved any emergency numbers	Save at least one emergency number	Setting up the emergency function for the first time
	The emergency function is not activated	Activate the emergency function	Activating and deactivating the emergency function
	The base does not support the emergency function		
	The emergency function only works when the device is directly connected to the network or a PABX that does not require "R" or "P" for network assignment		Emergency function — direct dialling key