

Gigaset DX800A all in one –

New and updated functions

This document is a supplement to the user guide (full version) and the user guide for the Web configurator for the Gigaset DX800A all in one phone:

In the time since the user guides were completed, the functionality of this device has been increased. These changes are described in this document.

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Overview of the new and updated functions

New and extended functions

- ◆ Extended possibility to connect devices to the FAX port:
As an alternative to the fax machine, you can connect a doorbell with an inter-com function to the fax connection of your Gigaset. → [page 3](#)
- ◆ Two personal announcements can be saved for each answering machine.
Now, you can record for each local answering machine two announcements for the advisory mode. When activating the answering machine you can select which announcement shall be used. → [page 6](#)
- ◆ External call held internally on your device
When making a call via ISDN or VoIP: Dependant from the settings of your phone external calls (during toggling or an external consultation call) are internally held on your phone or on the phone exchange of your provider. During the internal hold both ISDN/VoIP lines are busy. → [page 8](#)
- ◆ Configuring an internal subscriber without a send connection.
You can configure your phone or each of the registered handsets so that you cannot make external calls. But you can accept external calls and make calls to an internal subscriber. → [page 8](#)
- ◆ Changing the dialling mode when you are connected to an analogue PABX.
You can change the dialling mode via base station's menu or via Web configurator. → [page 9](#)
- ◆ The Web configurator allows additional IP settings for the base station. So you can define a device name by which the base station can be addressed within the local network. → [page 10](#)
- ◆ Further settings of the base station can be made via Web configurator: Enabling the registration mode, changing system PIN and activating VoIP status message display. → [page 10](#)
- ◆ Via Web configurator you can change Bluetooth GSM connections' names in the **Known Devices** list and delete the GSM connections from the list. → [page 12](#)
- ◆ After the first firmware update you can downgrade the firmware to the previous version. → [page 13](#)
- ◆ The structure of the Web configurator menu has changed. → [page 14](#)

Function no longer in use

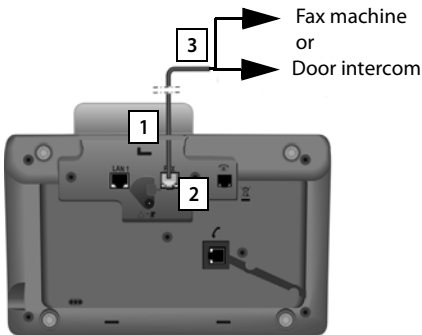
- ◆ When you open the gigaset.net directory for the first time, you are no longer prompted to create your own Gigaset.net entry. → [page 17](#)

Description of new and updated functions

Connecting a phone or a doorline to the FAX port

This section extends the section „Connecting/Using other devices - connecting a fax machine (ISDN)“ in the user guide for your Gigaset phone.

As an alternative to the fax machine, you can connect a wire-bound analogue door intercom (door line type 2) to the FAX port of the base.



1. Insert one end of the connection cable (6 pin with 2 mini western jacks 6/6) from the rear into the recess in the housing of your phone.
2. Plug a connection cable jack into the fax port on the base (labelled: **FAX**).
3. Then connect the fax connection cable to the port on the door intercom.

You do not explicitly have to register the device to the base. It is automatically "registered", once you have activated the FAX port on the base. The device is added to the list of internal parties with the internal name **INT 8**. You can change this name (e.g. "door"). However, the internal number **8** cannot be changed.

When activating the FXS port you have to specify the type of device you want to connect to the port.

Activating/deactivating the FAX port

This section replaces the section „Configuring the system settings - Activating/deactivating the Fax port (ISDN)“ in the user guide for your Gigaset phone.

To register a fax machine or a door intercom to the base, you must activate the fax connection, i.e. set **Telephony / Fax or Doorline** mode.

The FAX port is deactivated by default.

When you activate the FAX port, it is regarded as registered. The internal number 8 is assigned to it/the connected device. **INT 8** is displayed in the list of internal parties (even if there is no device connected).

☑ → ⚙ **Settings** → **System** → **FXS Port**

▶ You can enter data in the following fields:

Description of new and updated functions

Mode:

Telephony / Fax

Activate the FAX port. You can connect a fax machine or a multifunction device (fax/telephone) to the FAX port.

You can assign an external connection for the fax connection. The first MSN in the configuration (ISDN) or the analogue fixed line are assigned to the fax connection automatically as a send connection. All configured connections to the telephone are assigned to the FAX port as receive connections.

You can change this assignment (→ "Configuring the system settings — Assigning send and receive connections to internal parties" section in the user guide for your Gigaset).

Doorline

Activate the FXS port. You can connect a corded, analogue doorline interface, working with DTMF codes.

The FAX port can only be used for internal connections. Neither send nor receive connections are assigned to it.

To ensure that internal calls can be made from the door intercom to the base and the registered handsets, you must define the internal numbers (numbers 1–7) and asterisk * (for group calls) as DTMF codes when configuring the door intercom.

Calls from the door intercom are displayed on the base/handsets as normal internal calls.

Off

Deactivate the FAX port. **INT 8** will be removed from the internal list. It is no longer possible to establish a connection to/via FAX port.

To control the doorline device the base station must send different DTMF codes to the doorline device. When you have selected the **Doorline** mode, the following fields are displayed in which you can enter the needed codes (4 characters maximum, permitted are the digits 0..9 and the special characters "#", "*"). The values of the DTMF codes for the door intercom are preset by default according to country.

Door Open Code:

Insert a DTMF code for triggering the door opening mechanism.

Door Connect Code:

Insert a DTMF code for accepting the call and connecting the audio channel.

Door Disconnect Code:

Insert a DTMF code for ending the call and disconnecting the audio channel.

- ▶ Press the **Save** display key to save the settings.

Doorline calls

Prerequisite: Incoming and outgoing doorline calls are only possible if FXS Port is set to **Doorline** mode.

Please note

Incoming doorline calls are signalled as regular internal calls from internal subscribers. The internal name of the FAX port is displayed (INT 8 or the door intercom name assigned by you).



Call from doorline

The call from the doorline device can be started either to all internal subscribers (collective call*) or to a selected internal subscriber.

If the doorline device initiates a call to an internal subscriber, which is not reachable, the doorline device stays in busy state.



If the doorline device initiates a call to an internal subscriber, which is in the call state, the internal call waiting from doorline is presented.

The incoming doorline call is signalled on the base station/handset.

- ▶ Lift the handset or press the speaker key  to send the **Door Connect Code** to the door intercom. You can speak to the caller.
In this mode, internal and external waiting calls are displayed on the base/handset but cannot be accepted/rejected.
- ▶ Press the **Open Door** display key to open the door.
The **Door Open Code** is sent to the doorline device. The door is opened.
- ▶ Put the receiver on hook/press the red end key  to close the connection.
The **Door Disconnect Code** is sent to the doorline device.

Call to doorline

To call the doorline proceed as follows:

- ▶ Press the  control key.
The phone tries to initiate an internal call.
- ▶ Select **INT 8** for the doorline device.
- ▶ Pick up the receiver or press the handsfree key .

If the doorline device is available, you are connected with the doorline.

- ▶ Press the **Open Door** display key to open the door.
The **Door Open Code** is sent to the doorline device. The door is opened.

If the doorline device is busy:

- ▶ Press the red end key  to return to idle state.

Please note

- ◆ The doorline device accepts calls automatically.
- ◆ If the receiver is on hook the handsfree mode is automatically switched on.

Notes on the FXS port in Telephony / Fax mode

If you connect a multifunction device (fax/telephone) to the FAX port, you must note the following:

- ◆ For incoming calls, the phone number of the caller is not displayed.
- ◆ If the answering machine takes a call on the device's receive connection, it continues to ring.
- ◆ If a receive connection is only assigned to the fax machine/phone, then calls to the corresponding number will not be entered in the call lists (it is not possible to delete the entries from the base or a handset).
- ◆ To call an internal subscriber or to make an internal consultation call during an external call enter an „R“ in front of the corresponding internal number.
- ◆ Other internal functions such as "internal transfer" are not supported.
- ◆ For external calls, you cannot use your provider's features/network services (e.g. external consultation call, three-party conferences, display external waiting calls).

Please note

Due to the restrictions listed, we do **not** recommend connecting analogue telephones without fax functionality to the FAX port.

Notes on the FXS port in Doorline mode

- ◆ If one of the participants of the internal call is a doorline device, an incoming external or internal call is not signalled (as call waiting) to any of the participants. If no other handset can present the call, the caller hears the busy tone.
- ◆ An incoming call from the doorline device during an internal or external call is presented as regular internal call waiting. Before you can accept the call from the doorline device you have to end the external/internal call.

Answering machine:

Recording two user specific announcements for the answer & record mode


Recording an announcement


This section amends the section „Operating the base's answering machine - Operating via the base - Recording a personal announcement/advisory“ in the user guide for your Gigaset phone.

For each answering machine you now can record two personal announcements for the answer and record mode and one advisory message for answer only mode.

You can record the two announcements as follows:

 →  → **Announcements** → **Record Annoucmemt.**

 If necessary, select answering machine and press **OK**.

 Select **Announcement 1 /Announcement 2** and press **OK**.

OK Press the display key to start the recording.

You hear the ready tone (short tone).

▶ Now say your announcement (at least 3 seconds).

End Press the display key to end the recording.


After recording, the announcement is played back for you to check. You can re-record the announcement with **New**.


Playing back announcements

This section amends the section „Operating the base’s answering machine - Operating via the base - Playing back announcements“ in the user guide for your Gigaset phone.

You can play back the announcements as follows:

 →  → **Announcements** → **Play Announcement**

 If necessary, select answering machine and press **OK**.


 Select **Announcement 1 /Announcement 2** and press **OK**.

If the selected announcement has not been recorded or has been deleted, the pre-recorded announcement is played back instead.

Activating answering machine, selecting an announcement

This section amends the section „Operating the base’s answering machine - Operating via the base - Activating/deactivating and setting answering machine mode“ in the user guide for your Gigaset phone.

 →  → **Activation**

 If necessary, select answering machine (✓ = on).

OK Press the display key.

▶ You can enter data in the following fields:

Activation:

Select **On** or **Off** to activate/deactivate the answering machine.

Mode:

Select **Answer & Record**, **Answer only** or **Alternating**.

If **Answer & Record** or **Alternating** is selected:

Answer & Record with:

Select **Announcement 1 /Announcement 2**.

If the selected announcement has not been recorded or has been deleted, the pre-recorded announcement is used instead of that.

If **Alternating** mode is selected:

Record from:

Enter hours/minutes for the start of the period in 4-digit format.
(The time **must** be set.)

Record until:

Enter hours/minutes for the end of the period in 4-digit format.

Save Press the display key.

Please note



If no system time is available, the answering machine changes from **Alternating** or **Answer & Record** mode to **Answer only** mode until the system time is available again.

Internal Hold Mode when making a call to several users (ISDN/VoIP)

Your ISDN/VoIP connection offers you two telephone lines that you can use at the same time. For this reason you have the following two options to hold an external participant during an external consultation call or during call swapping:

- ◆ Hold connection externally: The call is put on hold in the telephone exchange. Therefore your second ISDN/VoIP line can be used by another party.
- ◆ Hold connection internally: The call is put on hold in your base station. In this case both ISDN lines or both VoIP lines are occupied. If the second ISDN/VoIP line is in use by another party, an external consultation call or accepting a waiting call is **not** possible.

To activate/deactivate the internal hold mode, select

 →  **Settings** → **Telephony** → **Internal Hold Mode** (= On)

By factory default, the **Internal Hold Mode** is deactivated, i.e. external calls are held on the telephone exchange (central office of the net provider).

Please note

If the function **Internal Hold Mode** is activated, you cannot connect the two participants with one another (no call transfer).

Configuring an internal subscriber without a send connection

This section extends the section „Configuring the system settings- Assigning send and receive connections to internal parties - Assigning a send connection“ in the user guide for your Gigaset phone.

You can configure your phone or each of the registered handsets so that you cannot make external calls. You can only make calls to internal subscribers.


 →  **Settings** → **Telephony** → **Send Connections**


Select and press **OK**.



Enter the system PIN if necessary and press **OK**.

A list of the internal parties (base, handsets, device connected to the FAX port INT8 – where applicable) is displayed.

 Select the internal party that should not be allowed to set up external calls and press the display key **OK**.

 Select **No outgoing calls** to block all outgoing calls from this internal party.

Save Press the display key to save the changes.

Please note

If you select **No outgoing calls**, all outgoing calls, calls to the network mailbox and sending of SMS, E-Mail or fax from this internal party is blocked.

If the internal subscriber tries to make an external call, to send an SMS and so on the message **Not possible** is displayed.

Changing the dialling mode, switching to tone dialling (analogue fixed line)

Changing the dialling mode (analogue fixed line)

This section extends the chapter „Connecting the base to the PABX“ in the user guide for your Gigaset phone. It applies to connections via the analogue fixed line.


Changing the dialling mode is only necessary if the PABX the phone is connected to requires it; see the PABX user manual.

The following dialling modes can be selected:

- ◆ Tone dialling (**Tone**),
- ◆ Pulse dialling (**Pulse**).

Regardless of the setting options above, after dialling or during a call, the phone automatically switches to tone dialling (DTMF) e.g., for controlling an answering machine remotely.

 →  **Settings** → **Telephony** → **Dialling Mode**

 Select dialling mode and press **OK** (● = set value).

Please note

Tone dialling (DTMF) is now the most common dialling mode. Pulse dialling mode (PD) is used only for a few old PABXs.

Changing the dialling mode via Web configurator

This section extends the section „Telephony – Connections - Setting the fixed line network connection“ in the user guide for the Web configurator.

You can additionally switch between tone and pulse dialling mode via the Web configurator:

- ▶ Open the **Settings** → **Telephony** → **Connections** Web page.
- ▶ Select **Edit** in the **Fixed Line Connection** area.
- ▶ For **Dialling mode** select
 - Pulse dial** for Pulse dialling mode
 - DTMF** for Tone dialling mode
- ▶ Select **Set** to save your settings.

Switching temporarily to tone dialling (DTMF)

This section extends the chapter „Connecting the base to the PABX“ in the user guide for your Gigaset phone. It applies to connections via the analogue fixed line.

If your PABX still operates with pulse dialling (PD), but you need tone dialling for a connection (e.g., to listen to the network mailbox), you must switch to tone dialling for the call.

Prerequisite: You are conducting a call or have already dialled an external number.

 Press the star key.

After the call ends, pulse dialling is automatically reactivated.

Delete functionality from a function key

This section amends the section „Setting up the base- Changing key assignments“ in the user guide for your Gigaset phone.

To delete the functionality from a function key proceed as follows:

- ▶ Press and **hold** the function key until a list of possible key assignments is displayed.
- ▶ Press the display key **Clear** to delete the key assignment.

Extended IP configuration via Web configurator

This section extends the section „IP Configuration – Connecting to the LAN“ in the user guide for the Web configurator.

Defining a name for the base station in the network

Instead of the local IP address you can use this name to address the base station within the local network.

- ▶ Open the **Settings → IP Configuration** Web page.
- ▶ Click the **Show Advanced Settings** button to show additional fields.

In the **Remote Management** area

- ▶ In the **Device Name in the Network** field enter a name for your base station (up to 75 characters).
- ▶ Click on the **Set** button to save the changes.

The device name of the base station is displayed on the **Status** page of the Web configurator.

Further base settings via Web configurator

Via the Web configurator page **Settings → Management → Miscellaneous** you can additionally make the following base settings:

- ◆ Enabling registration mode on the base station
- ◆ Changing the system PIN
- ◆ Activating VoIP status message display

Registering handsets

You can register up to six handsets with your phone. The registration must be initiated on the phone and the handset.

- ▶ Open the **Settings → Management → Miscellaneous** Web page.
- ▶ Click on the **Start Registration** button to enable registration mode on the base station. Registration mode is active for approximately 60 seconds.

After that, you are prompted to start the registration on the handset.

- ▶ Start the registration on the handset within 60 seconds as described in the handset's user manual.

Once registration is complete, the handset returns to idle status. The display shows the internal number for the handset, e.g., INT 2. The handset is added to the list of registered handsets on the **Status** tab.

Changing system PIN of the phone

Protect the system settings of your phone with a 4-digit PIN known only to you.

Before changing important system settings and when logging into the Web configurator, you are prompted to enter the system PIN.

The default setting for the PIN is **0000**.

- ▶ Open the **Settings** → **Management** → **Miscellaneous** Web page.
- ▶ Enter a new 4-digit system PIN for the base station in the **New PIN** field (four digits from 0 to 9).
- ▶ Click on the **Set** button, the new PIN is enabled.

Activating VoIP status message display

You can display VoIP status messages on your telephone when there are VoIP connection problems. These messages give you information on the status of a connection and contain a provider-specific status code that helps the service team to analyse the problem.

A table with possible status codes and their meaning can be found in the phone's detailed user guide,

- ▶ Open the **Settings** → **Management** → **Miscellaneous** Web page.
- ▶ Click on the **Yes / No** option next to **Show VoIP status on handset** to enable or disable the message display.
- ▶ Select **Set** to save the changes.

Editing Bluetooth GSM connections via Web configurator

This section extends the section „Telephony – Connections: Configuring phone connections“ in the user guide for the Web configurator.

In the list with all possible connections on the **Settings → Telephony → Connections** Web page the GSM mobile phones being included in the **Known Devices** list on the base are displayed.

For each GSM connection, the Bluetooth name is displayed with which the corresponding mobile phone is stored in the **Known Devices** list as well as its status.

Possible values for the status are:

Active

Bluetooth is activated on the base. The mobile phone is registered with the base, i.e. it appears in the **Known Devices** list. However, the mobile phone is not yet activated. The **Connect Mobile** option is **not** set for this mobile phone. No calls can be made from the base via the corresponding GSM connection.

Connected

The mobile phone is displayed in the **Known Devices** list and is active. The **Connect Mobile** option is set for this mobile phone.

Bluetooth is off

Bluetooth is deactivated on the base.

Editing/deleting Bluetooth GSM connections

- ▶ Open the **Settings → Telephony → Connections** Web page.
- ▶ Select the **Edit** button next to the GSM connection that you want to edit.

Connection Name or Number

Enter the number of the mobile phone or define a name for the GSM connection (max. 16 characters). This name is displayed on the base e.g., in the **Known Devices** list, in the lists for receive/send connections and in the call lists as receive connection (number that the caller dialed).

- ▶ Select **Set** to save the changes.

Or:

- ▶ Click the **Cancel** button to reject the changes you have made.

Then you return to the list of connections.

Or:

- ▶ Click the **Delete Connection** button to delete the GSM connection from the configuration. You can no longer be contacted via this phone number or make calls via this connection.

If the connection you have deleted was the send connection of an internal subscriber, then a new send connection will automatically be assigned to this internal subscriber. This is the fixed line network number if the phone is connected to the analogue fixed line network.

Supplements to „Defining dialling plans“

This section extends the „Telephony – Dialling Plans - Defining dialling plans – cost control“ in the user guide for the Web configurator.

Blocking numbers

You can define numbers that are not allowed to be dialled at the base station as well as at any registered handset.

You define such dialling plans as follows:

Phone Number

Enter the number or the first digits of the phone number which should not be dialled (max. 15 digits).

Connection

Select **Block** from the list.

- ▶ Click on the **Add** button. The dialling plan is activated immediately.

If you try to dial the number, **Not possible** is displayed.

The option „Use Area Codes“

When defining a dialling plan you can establish that for each call via VoIP the local area code shall precede. For that activate the option **Use Area Codes** corresponding to your dialling plan

Downgrading the firmware

This section extends the section „Management – Firmware Update: Updating the base's firmware“ in the user guide for the Web configurator.

You can reload the firmware version that was loaded before the last update on the phone.

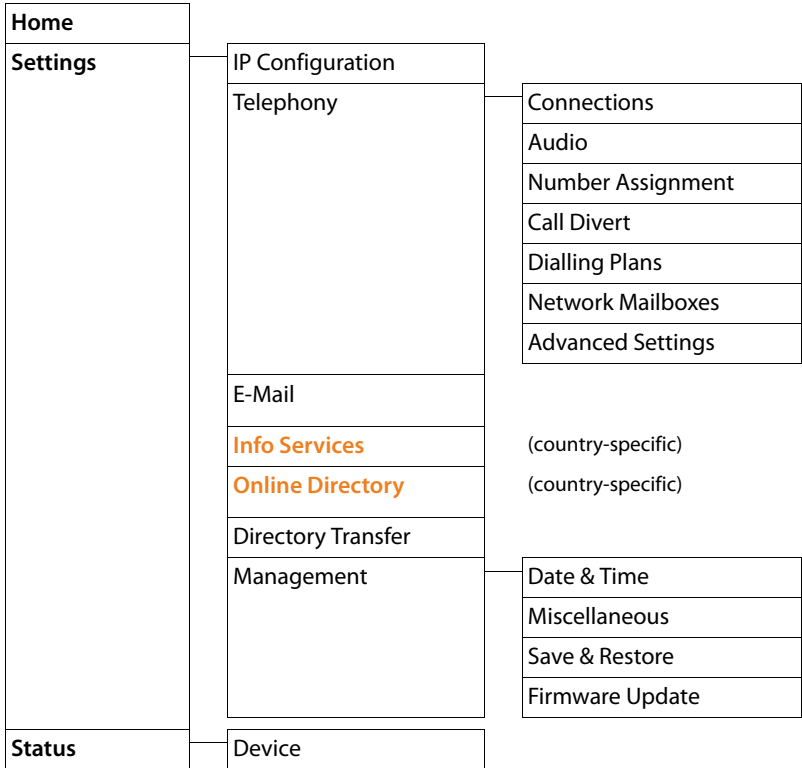
- ▶ Open the **Settings → Management → Firmware Update** Web page.
- ▶ Select the **Downgrade Firmware** button. The text above this button shows the version of the firmware that will be reloaded.
- ▶ In the following dialog box, click the **OK** button to confirm the prompt.

The firmware is reloaded to the phone. The new firmware is overwritten. Your connection to the Web configurator is terminated, and the base is rebooted.

This process can take up to 3 minutes.


Changed structure of the Web configurator menu

The structure of the web configurator menu has changed. Changes are marked orange



Supplements and corrections to several functions

◆ **Cancelling an incoming call:**

To cancel an incoming call, replace the receiver. For VoIP and ISDN calls you have additionally the possibility to press the red end key  or the display key **Reject**.

◆ **Display during an incoming call with CNIP (country-specific):**



If the number of the caller is stored in your directory, the caller's number (not the CNIP information) is replaced by the corresponding directory entry.

Both, CNIP and directory name replacement may be shown together.

◆ **Making calls using network services (country-/provider-specific):**

– For some functions, you must press the softkey **Send** instead of **OK** or **Save** to submit changes.

– Cancelling ringback (ISDN):

To cancel ringback early select  →  **Select Services** → **Ringback Off** **OK**. Ringback is cancelled. You do not need to press any other key.

◆ **Searching for subscribers in the Gigaset.net directory:**

There is no display key **Search** available to start a search in the directory.

You can start a search as follows:

 →  **Contacts** → **Online Directories** → **Gigaset.net**

Gigaset.net name:

Enter the name or part of a name (max. 25 characters).

Options → **Search**

Select and press **OK**, to start the search.

◆ **Using Bluetooth devices:**

Adding the data device/mobile phone to the known devices list:

If the new device fails to register, the list of known devices will only remain unchanged if no device was selected to be replaced.

Connecting headsets:

You can connect a wire-bound headset and a Bluetooth headset to the base at the same time. In this case you cannot use a function key with the wire-bound headset.

◆ **Changing the default connection:**

When you switch the analogue fixed network over to ISDN or vice versa some messages are displayed. The only available display key is **OK** and not any longer **No** and **Yes**. You can only agree to the system messages.

◆ **Function/display key assignments:**

Additionally to the listed functions in the user manual you can assign the SMS menu to a function key for a quick access:


- ▶ Press and hold a function/display key.
- ▶ Select **More Functions...** and press **OK**.
- ▶ Select **SMS** and press **OK**.


Description of new and updated functions

◆ Activating the screensaver **Info Services**:

For using the **Info Services** screensaver you do not have to activate the display of info services via the Web configurator any longer as a prerequisite.

Depending on the information feed selected for the screensaver, a display key appears on the right (e.g., **More**) for calling up further functions. To return to idle display, proceed as follows:

▶ Press and **hold** the red end key .

▶ Start dialling .

◆ Changing the ISDN connection

If your base had already been connected to ISDN and you want to change the ISDN connection (new MSNs), you have manually to delete till now saved MSNs on the base. Please do the following:

▶ Start the ISDN wizard via the menu :

 →  **Settings** → **Connection Wizard** → **ISDN**

▶ Delete the MSNs saved on the base.



▶ Finish the ISDN wizard.

▶ Restart the ISDN wizard via the menu and start the automatic MSN assignment.

Function no longer in use – the Gigaset.net assistant (country-/provider-specific)

When you open the gigaset.net directory for the first time, you are no longer prompted to create your own Gigaset.net directory entry.

To create your own entry in the Gigaset.net directory, proceed as follows:

- ▶ Select  →  **Contacts** → **Online Directories** → **Gigaset.net** and press **OK**, to open the Gigaset.net directory.
- ▶ Select **Options** → **Own details** and press **OK**.

Change

Press the display key.



Enter the name that you would like to be listed under in the Gigaset.net directory and press **OK**. The name may contain a maximum of 25 characters.

If an entry with this name already exists, the message **Nickname exists! Please choose another one** is displayed. You are prompted to enter a name again.

To delete the entry You can delete the name with **<C** and press **OK**.

Data protection notice

If you enter a nickname at this point, it is stored on a central Gigaset server. The nickname appears in the Gigaset.net directory, and other subscribers that use the Gigaset.net service can call you using this nickname.

By entering your data, you agree to having your data saved. If you do not wish this to happen, you can cancel the operation at this point.

Further information about the Gigaset.net service data saved can be found at www.gigaset.net/privacy-policy

Information on operating Gigaset VoIP telephones with routers with Network Address Translation (NAT)

In general no special telephone or router configuration is required when operating a Gigaset VoIP phone with NAT router. The configuration settings described in this section are only necessary if you encounter one of the following problems.

Typical problems caused by NAT

- ◆ No incoming calls are possible via VoIP. Calls to your VoIP phone number are not put through.
- ◆ Outgoing calls via VoIP are not connected.
- ◆ A connection is established with the other party, but you cannot hear them and/or they cannot hear you.

Possible solution

- 1 Change the port numbers of the communication ports (SIP and RTP ports) on your phone (→ "**1. Changing the port numbers for SIP and RTP on your VoIP phone**").
- 2 In some cases, you must also define port forwarding for the phone's communication ports on the router (→ "**2. Setting port forwarding on the router**").

1. Changing the port numbers for SIP and RTP on your VoIP phone

On your VoIP phone, define different (local) port numbers for the SIP and RTP ports (between 1024 and 49152).

- ◆ These numbers must not be used by any other application or host in the LAN.
- ◆ They must be considerably higher or lower than the SIP and RTP port numbers that you usually use (and are preset on the phone).

This procedure is particularly useful if additional VoIP phones are connected to the router.

To change the SIP and RTP port numbers on your VoIP phone, proceed as follows:

- ▶ Connect your PC's browser to the Web configurator of the phone and log in.
- ▶ Open the Web page **Settings** → **Telephony** → **Advanced Settings** and change the settings for the SIP and RTP ports.

To help you remember the new port numbers (e.g. for router configuration), you can choose port numbers that are very similar to the standard settings, e.g.

SIP port	49060	instead of	5060
RTP port	49004 to 49010	instead of	5004 to 5010

- ▶ Save the changes on your phone.

- ▶ Wait for the active VoIP connections to be re-registered. To do so, switch to the Web page **Settings** → **Telephony** → **Connections** to see the **Status** of your VoIP connections.
- ▶ Check to see whether the problem persists. If it does, perform step 2.

2. Setting port forwarding on the router

To ensure that your specified SIP and RTP port numbers are used on the WAN interface with the public IP address, you must define port forwarding rules for the SIP and RTP ports on the router.

To define port forwarding on the router, proceed as follows:

The terms used in the following can vary from router to router.

To release a port, you must enter the following details (example):

Protocol	Public port	Local port	Local host (IP)	
UDP	49060	49060	192.168.2.10	for SIP
UDP	49004–49010	49004–49010	192.168.2.10	for RTP

Protocol

Enter **UPD** as the protocol to be used.

Public port

Port number/port number range on the WAN interface

Local port

The SIP and RTP port numbers set on the phone.

In the new firmware version for Gigaset VoIP telephones, you can set a RTP port range. In this case, you must also define corresponding port forwarding for this range.

Local host (IP)

Local IP address of your phone in the LAN.

To enable the router to perform this port forwarding, the DHCP settings of the router must ensure that the phone is always assigned the same local IP address – i.e. the DHCP does not change the IP address assigned to the phone during operation. Alternatively, you can assign a fixed (static) ID address to the phone. However, you must ensure that this IP address is not within the address range reserved for DHCP and is not assigned to any other LAN subscriber.

Menu overviews

Instead of scrolling to locate a menu function, you can select a function more quickly by opening the menu and keying in a digit combination (or shortcut).

Example:

- ▶ To open the main menu press **[M]** when the base is in **idle status**.
- ▶ Press **[9wxvz]** **[3DEF]** **[2ABC]** **[1.00]** for "Set ringer melody volume."

Gigaset DX800A all in one connected to VoIP and analogue fixed line

1  **Select Services** (country-/provider-specific)

→ **page 15**

Automatic Recall	Fixed line connection only
Next Call	Withhold Number
	Send Number (country-/provider-specific)
	Call Waiting Fixed line connection only
Withhold No. Next Call	(country-/provider-specific) Fixed line connection only
Call Divert	Internal
	Fixed Line
	IP1
	IP2
	:
	IP6
Call Waiting	
Withhold # All Calls	
Network Mailbox	Fixed line connection only
Call Protection	
Fixed Destination Call	
Unknown Call Reject.	Fixed line connection only
Transfer (ECT)	
Ringback Off	

2  **Bluetooth**

1	Activation
2	Search for Headset
3	Search for Mobile
4	Search for Data Device
5	Known Devices
6	Own Device

→ page 15

3  **Additional Features**

1	Info Centre	(country-/provider-specific)								
3	Resource Directory	<table border="1"> <tr><td>1</td><td>Screensavers</td></tr> <tr><td>2</td><td>Caller Pictures</td></tr> <tr><td>3</td><td>Sounds</td></tr> <tr><td>4</td><td>Capacity</td></tr> </table>	1	Screensavers	2	Caller Pictures	3	Sounds	4	Capacity
1	Screensavers									
2	Caller Pictures									
3	Sounds									
4	Capacity									

4  **Call Lists**

1	All Calls
2	Outgoing Calls
3	Accepted Calls
4	Missed Calls

5  **Messaging** (country-/provider-specific)

1	SMS	<table border="1"> <tr><td>1</td><td>New SMS</td></tr> <tr><td>2</td><td>Incoming</td></tr> <tr><td>3</td><td>Draft</td></tr> <tr><td>4</td><td>Settings</td></tr> </table>	1	New SMS	2	Incoming	3	Draft	4	Settings	<table border="1"> <tr><td>1</td><td>Service Centres</td></tr> <tr><td>2</td><td>Notification</td></tr> <tr><td>4</td><td>Status Report</td></tr> </table>	1	Service Centres	2	Notification	4	Status Report
1	New SMS																
2	Incoming																
3	Draft																
4	Settings																
1	Service Centres																
2	Notification																
4	Status Report																
2	E-mail																

Menu overviews

6 Answering Machine

1	Play Messages
---	---------------

Net AM: Fixed Line
Net AM: IP1
Net AM: IP2
:
Net AM: IP6
Answer Machine 1
Answer Machine 2
Answer Machine 3

3	Activation
---	------------

1 Answer Machine 1
2 Answer Machine 2
3 Answer Machine 3

→ [page 7](#)

5	Announcements
---	---------------

1 Record Announcemnt.
2 Play Announcement
3 Delete Announcemnt.
4 Record Advisory Msg.
5 Play Advisory Message
6 Delete Advisory Msg.

Answer Machine 1 to 3

→ [page 6](#)

Answer Machine 1 to 3

→ [page 7](#)

Answer Machine 1 to 3

Answer Machine 1 to 3

Answer Machine 1 to 3

Answer Machine 1 to 3

6	Recordings
---	------------

7	Call Screening
---	----------------

1 Desktop Phone
2 Handset

Network Mailboxes

Net AM: Fixed Line
Net AM: IP1
Net AM: IP2
:
Net AM: IP6

Fixed line connection only

Set Key 1

Net AM: Fixed Line
Net AM: IP1
Net AM: IP2
:
Net AM: IP6
Answer Machine

Fixed line connection only

7  **Organiser**

1	Calendar
2	Alarm Clock
3	Missed Alarms

8  **Contacts**

1	Directory
2	Online Directories

1	Gigaset.net
2	Online Directory
3	Yellow Pages
4	Prv.NetDir

(country-/provider-specific)

The online directories available are displayed with provider-specific names
(country-/provider-specific)

→ [page 17](#),
→ [page 16](#)

9  **Settings**

1	VoIP Wizard
2	Date/Time
3	Audio Settings
4	Display
5	Language
6	Registration

1	Call Volume
2	Ringer Settings
3	Advisory Tones
4	Music on hold
1	Screensaver
2	Info Ticker
3	Backlight

1	Volume
2	Melodies
3	Time Control
4	Anon. Call Silencing

→ [page 16](#)

Menu overviews

7	Telephony	1	Area Codes		
		3	Send Connections	INT 1 ... INT 8	→ page 8
		4	Receive Connections	INT 1 ... INT 8 Answer Machine 1 ... Answer Machine 3	
		5	Dialling Mode	4 Tone 5 Pulse	→ page 9
		6	Recall	Fixed line connection only	
		7	Access Code		
		8	Internal Hold Mode	VoIP connections only	→ page 8
		8	System	1	Reset
2	DECT Interface				
3	FXS Port				→ page 3
4	Repeater Mode			country-specific	
5	Local Network				
6	Update Firmware				→ page 13
7	System PIN				
9	Eco Mode	1	Eco Mode	country-specific	
		2	Eco Mode+	country-specific	

Gigaset DX800A all in one connected to VoIP and ISDN

1 **Select Services** (country-/provider-specific)

Next Call
Call Divert
Call Waiting
Withhold # All Calls
Busy on Busy
Transfer (ECT)
Ringback Off

Withhold Number
Keypad Control
Internal
MSN1
MSN2
:
MSN10
IP1
IP2
:
IP6

ISDN connection only

ISDN connection only

→ [page 15](#)

2 **Bluetooth**

1	Activation
2	Search for Headset
3	Search for Mobile
4	Search for Data Device
5	Known Devices
6	Own Device

→ [page 15](#)

3 **Additional Features**

1	Info Centre
3	Resource Directory

(country-/provider-specific)

1	Screensavers
2	Caller Pictures
3	Sounds
4	Capacity

Menu overviews

4 Call Lists

1	All Calls
2	Outgoing Calls
3	Accepted Calls
4	Missed Calls

5 Messaging (country-/provider-specific)

1	SMS
2	E-mail

1	New SMS
2	Incoming
3	Draft
4	Settings

1	Service Centres
2	Notification
4	Status Report

6 Answering Machine

1	Play Messages
3	Activation
5	Announcements

Net AM: ISDN
Net AM: IP1
Net AM: IP2
:
Net AM: IP6
Answer Machine 1
Answer Machine 2
Answer Machine 3

ISDN connection only

1	Answer Machine 1
2	Answer Machine 2
3	Answer Machine 3

→ [page 7](#)

1	Record Announcemnt.
2	Play Announcement
3	Delete Announcemnt.
4	Record Advisory Msg.
5	Play Advisory Message
6	Delete Advisory Msg.

Answer Machine 1 to 3

→ [page 6](#)

Answer Machine 1 to 3

→ [page 7](#)

Answer Machine 1 to 3

Answer Machine 1 to 3

Answer Machine 1 to 3

Answer Machine 1 to 3

6	Recordings
7	Call Screening
	Network Mailboxes
	Set Key 1

1	Desktop Phone
2	Handset
	Net AM: ISDN
	Net AM: IP1
	Net AM: IP2
	:
	Net AM: IP6
	Net AM: ISDN
	Net AM: IP1
	Net AM: IP2
	:
	Net AM: IP6
	Answer Machine

7  **Organiser**

1	Calendar
2	Alarm Clock
3	Missed Alarms

8  **Contacts**

1	Directory
2	Online Directories

1	Gigaset.net
2	Online Directory
3	Yellow Pages
4	Prv.NetDir

(country-/provider-specific)

The online directories available are displayed with provider-specific names

→ **page 16**
→ **page 17**

Menu overviews

9 Settings

1	Connection Wizard
2	Date/Time
3	Audio Settings
4	Display
5	Language
6	Registration
7	Telephony

1	ISDN
2	VoIP

1	Call Volume
2	Ringer Settings
3	Advisory Tones
4	Music on hold

1	Volume
2	Melodies
3	Time Control
4	Anon. Call Silencing

1	Screensaver
2	Info Ticker
3	Backlight

→ page 16

1	Register Handset
2	De-register Handset

1	Area Codes
3	Send Connections
4	Receive Connections
5	Dialling Mode (ISDN connection only)
6	Access Code
7	Internal Hold Mode

INT 1 ... INT 8

→ page 8

INT 1 ... INT 8
Answer Machine 1 ... Answer Machine 3

1	Auto. Tone Dial
2	Auto. Keypad
3	Dial of * and #

→ page 8

8	System
9	Eco Mode

1	Reset	
2	DECT Interface	
3	FXS Port	
4	Repeater Mode	(country-specific)
5	Local Network	
6	Update Firmware	
7	System PIN	
1	Eco Mode	(country-specific)
2	Eco Mode+	(country-specific)

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→ page 13

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