Gigaset

C530 IP

Congratulations

By purchasing a Gigaset, you have chosen a brand that is fully committed to sustainability.
This product's packaging is eco-friendly!

To learn more, visit www.gigaset.com.

green home | **SUSTAINABLE PACKAGING**

Safety precautions

── Warning ──

Read the safety precautions and the user guide before use.

Explain their content and the potential hazards associated with using the device to your children.

	Use only the power adapter indicated on the device.
	Use only the cables supplied for fixed line and LAN connection and connect these to the intended ports only.
	Use only **rechargeable batteries** that correspond to the **specification** (see "Specifications"). Never use a conventional (non-rechargeable) battery or other battery types as this could result in significant health risks and personal injury. Rechargeable batteries, which are noticeably damaged, must be replaced.
	Using your telephone may affect nearby medical equipment. Be aware of the technical conditions in your particular environment, e.g. doctor's surgery. If you use a medical device (e.g. a pacemaker), please contact the device manufacturer. They will be able to advise you regarding the susceptibility of the device to external sources of high frequency energy (for the specifications of your Gigaset product see "Specifications").
	Do not hold the rear of the handset to your ear when it is ringing or when speaker mode is activated. Otherwise you risk serious and permanent damage to your hearing.
	Your Gigaset is compatible with the majority of digital hearing aids on the market. However, perfect function with all hearing aids cannot be guaranteed.
	The phone may cause interference in analogue hearing aids (humming or whistling) or cause them to overload. If you require assistance, please contact the hearing aid supplier.
	The devices are not splashproof. For this reason do not install them in a damp environment such as bathrooms or shower rooms.
	Do not use the devices in environments with a potential explosion hazard (e.g. paint shops).
	If you give your Gigaset to a third party, make sure you also give them the user guide.
	Remove faulty devices from use or have them repaired by our Service team, as these could interfere with other wireless services.
	Do not use the device if the display is cracked or broken. Broken glass or plastic can cause injury to hands and face. Send the device to our Service department to be repaired.
	To prevent loss of hearing, avoid listening at high volume over long periods of time.

Please note

◆ The device cannot be used in the event of a power failure. It is also **not** possible to transmit **emergency calls**.

◆ Emergency numbers **cannot** be dialled if the **keypad/display lock** is activated!

This quick user guide only describes a small proportion of your telephone's functions.

For more details about your telephone functions, please refer to the user guide online at www.gigaset.com/C530IP.

Contents of the package

1	**Base** for the Gigaset C530 IP
2	Power adapter to connect the base to the mains power supply
3	Phone cable (flat) to connect the base to the analogue fixed line network
4	Ethernet (LAN) cable to connect the base to the router (LAN/internet)
5	Gigaset C530H **handset**
6	Two batteries for the handset (not charged)
7	Battery cover for the handset
8	Belt clip for the handset
9	**Charging cradle** for the handset
10	Power adapter to connect the charging cradle to the mains power supply
11	This brief introduction with installation wizard for your telephone, license texts, warranty agreement and links to the detailed user guide and important websites. In the event of any firmware updates for your base, the user guide is also updated if necessary and available to download online from www.gigaset.com.

Handset display and keys

1	**Display** in idle status
2	**Status bar** Icons display current settings and operating status of the phone
3	**Display keys**
4	**Message key** Access to the calls and message lists; **Flashing**: new message or new call
5	**End call key, On/off key** End call; cancel function; go back one menu level (press **briefly**); go back to idle status (press and **hold**); switch handset on/off (press and **hold** in idle status)
6	**Hash key** Keypad lock on/off (press and **hold** in idle status); Toggle between upper/lower case and digits; Insert a dialling pause (press and **hold**)
7	**Microphone**
8	**Recall key** Consultation call (flash) (press and **hold**)
9	**Star key** Ringtone on/off (press and **hold** in idle status); Open special characters table (when inputting text)
10	**Connection socket for headset**
11	**Key 1** Network mailbox (press and **hold**)
12	**Answer call key / Handsfree key** Dial number displayed; Accept call; switch between earpiece and handsfree mode; Open the redial list (press **briefly**)
13	**Control key / Menu key**

Overview of connections

1	Prepare the handset: insert batteries
2	Connect the charging cradle to the mains power supply and charge the batteries
3	Connect the phone cable and power cable to the base
4	Connect the base to the telephone network and the mains power supply
5	To connect the base to the internet, connect the base to the router (connection via router and modem or via router with integrated modem)
6	PC in LAN (optional) - for further configuration of the Gigaset C530 IP base

Preparing the handset

1 Insert the batteries supplied and close the battery cover
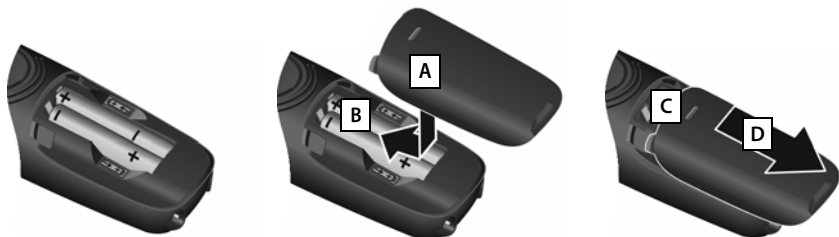
▸ Insert the batteries with the polarity in the right direction (for correct +/- direction, see diagram).

▸ Insert the battery cover from the top [A].
▸ Press the cover until it clicks into place [B].

To re-open the battery cover:

▸ Grip the notch on the cover [C] and slide it downwards [D].

▸ The display is protected by a plastic film. **Please remove the protective film!**

2 Connect the charging cradle and charge the batteries
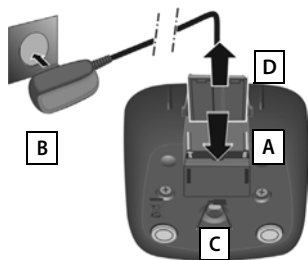
▸ Connect the flat plug of the power adapter [A].
▸ Plug the power adapter into the power socket [B].

To remove the plug from the charging cradle again:

▸ Disconnect the power adapter from the mains power supply.
▸ Press the release button [C] and disconnect the plug [D].

The batteries are supplied partially charged. Please charge completely before use. The batteries are fully charged when the power icon ⚡ disappears from the display.

▸ Charge the handset in the charging cradle for **6 hours**.

The charge status is shown on the idle display:

⚡▭ ⚡◧ ⚡◨ ⚡▣ (empty to full).

Connecting the base

3 Connect the phone cable and power cable to the base
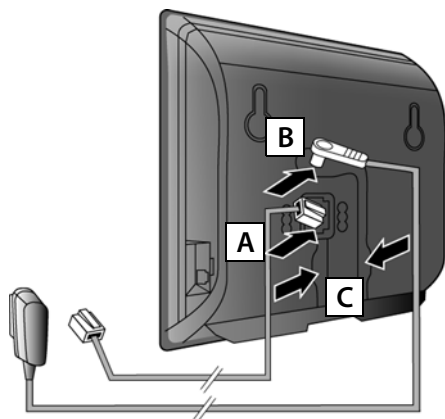
▶ Insert the (flat) telephone cable into the lower connection socket at the rear of the base [A].

▶ Insert the power cable from the power adapter into the upper connection socket at the rear of the base [B].

▶ Push both cables into the appropriate cable channels [C].

Use only the phone cable and power adapter **supplied**.

4 Connect the base to the fixed line network and mains power supply

▶ Insert the phone cable into the fixed line connection [A].

▶ **Then** insert the power adapter into the power socket [B].

The power adapter must **always be connected** in order to function, as the phone will not operate without a power connection.
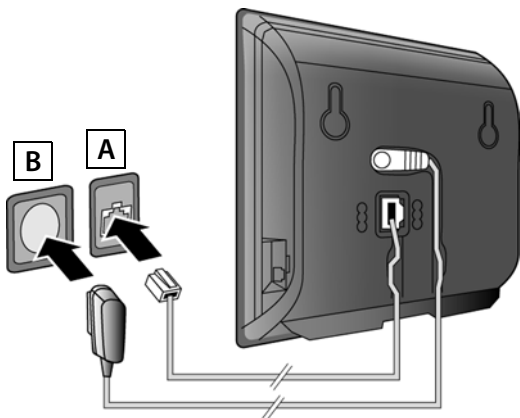
You can now make calls using the fixed line network:
Enter the number on the handset and press the Answer call key $\curvearrowleft$.

5 Connect the base to the router (internet)
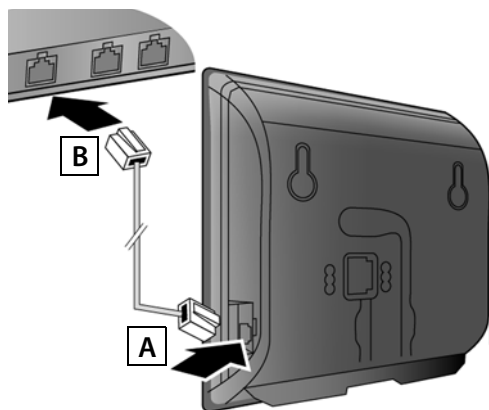
▸ Insert one plug of the Ethernet cable into the LAN connection socket ⒜ on the side of the base.

▸ Insert the second plug of the Ethernet cable into a LAN connection socket on the router ⒝ .

Use the Ethernet cable supplied.

As soon as the cable between the telephone and the router is plugged in and the router is switched on, the key on the front of the base lights up (paging key).

Data protection information: For more information on the data saved in relation to the Gigaset.net service, please go to www.gigaset.net/privacy-policy.

6 Connect a PC to the router (optional)

You can connect a PC to your telephone using a router to change the settings of the base of your telephone.

▸ Connect the network connection on your PC to another LAN connection on your router.

The following is based on the condition that your telephone is automatically assigned an IP address by the router (i.e. DHCP is activated on your router and telephone).
In **exceptional cases** (e.g. when DHCP is not activated on the router), you must assign a fixed IP address to the base for LAN access. You must enter this IP address on the handset before carrying out the following steps.
For further information, please refer to the detailed user guide online at www.gigaset.com/C530ip.
To enter this information, use the following handset menu:

▸ ▢ (press right on the control key) ▸ ⚙ ▸ **System** ▸ **Local Network** ▸ (enter the system PIN if required)

Configuring VoIP connections

You can also enter VoIP access data and the assignment of the VoIP connection as an outgoing and incoming connection (steps **7** - **12**) using your PC instead of following the method described below.

▶ Open the web browser on your PC.

▶ Enter the URL **www.gigaset-config.com** into the address field of your web browser and press the return key.

You will be connected to the web configurator of your base. For registration using the web configurator, you will need the system PIN of the telephone (factory setting: 0000).

For a description of the web configurator, please refer to the detailed user guide online at www.gigaset.com/C530ip and the online help of the web configurator.

Prerequisite for the following steps:

In order to be able to make calls to any participants over the Internet, fixed network and mobile network using VoIP, you require a VoIP account.

▶ Set up a VoIP account with a VoIP service provider.

▶ Keep the VoIP account data that you have received from your VoIP provider available.

You will need:

▶ Your registration name (login ID), your password and (depending on your provider) a user name (often your VoIP telephone number).

Or:

▶ Your personal auto-configuration code (activation code) if your provider supports "automatic configuration".

7 Start configuration

When your handset is sufficiently charged (approx. 20 minutes after placing it in the charging cradle), the Message key ✉ flashes on the handset.
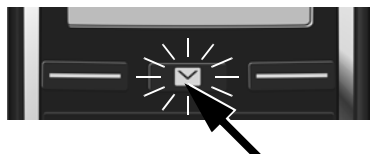
▶ Press the Message key ✉ on the handset.

If "**New firmware available**" is shown on the display, there is a firmware update available for your telephone. Press the right display key **Yes**. The new firmware will be downloaded. This takes approx. 6 minutes. The Message key ✉ then flashes again.

▶ **To start configuration:** Press the Message key ✉ .

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8 Launch the VoIP Wizard

▶ Press the key under the display screen **Yes** (= right display key).

▶ Press down on the control key 🔽 to scroll through.

▶ Press the display key **OK** to continue.

If the connection wizard doesn't launch as normal or if you cancel the connection wizard, you can launch it via the following menu on the handset:

▶ 🎮 Control key ▶ ⚙ ▶ **Telephony** ▶ **VoIP Wizard**

Select IP Account

IP 1 ☐
IP 2 ☐
IP 3 ☐
IP 4 ☐
IP 5 ☐
▼
Back   OK

A list of all possible IP connections will be shown in the display (**IP 1** to **IP 6**). VoIP connections that are already configured are marked with ☑ .

▸ If required, press down on the control key 🔽 to select a connection.

▸ Press the display key **OK** to continue.

Provided that your telephone is set to auto-configuration (factory setting), you will see the following display. Or read on from step **10**.

If you have received a **registration name/ password** and a user name if applicable:

▸ Press the display key **No**.
▸ Go to step **10**.

IP Wizard

?

Do you have a code for auto configuration?

No   Yes
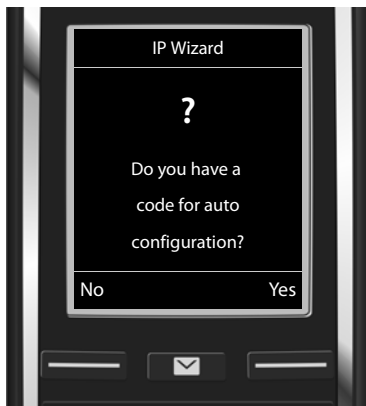
If you have received an **auto-configuration code**:

▸ Press the display key **Yes**.
▸ Go to step **9**.

If your telephone is unable to establish a connection to the Internet, the message **Internet connection not available** will be displayed.

▸ **To show information on the cause of potential errors:** Press the display key **Info**.
▸ **To cancel VoIP wizard and launch the connection wizard:** Press the display key **OK**. Go to step **12**.

9 Enter the auto-configuration code

▶ Enter the auto-configuration code using the keypad (max. 32 characters).

▶ Press the display key OK.

All data required for VoIP telephony is downloaded directly from the Internet onto your telephone.
After the data has been successfully downloaded, "**Your IP account is registered at your provider.**" will be shown in the display.

Go to step **12**.

10 Select provider and load provider data onto the base

▶ Select country using the control key $\square$.

▶ Press the display key OK.

▶ Select provider using the control key $\square$.

▶ Press the display key OK.

The general access data for your VoIP provider is downloaded and saved in your telephone.

If your provider is not on this list, cancel the VoIP wizard:

▶ Press and **hold** the End call key ☎. Your handset will return to idle status.

▶ Change the configuration and assignment of the incoming and outgoing connection using the web configurator. For further information, please refer to the detailed user guide online at www.gigaset.com/C530ip.

11 Enter VoIP account data

▶ To switch between upper/lower case and digit entry: Press the #⁓ key (multiple times if required).

▶ To delete incorrectly entered characters: Press the display key ‹C. The character to the left of the cursor is deleted.

▶ To navigate within an entry field: Press right/left on the control key ⊙.

Provider Data

User ID

:

Abc

‹ C   OK

Provider Data

Password

:

Abc

‹ C   OK

▶ Enter the registration name (user identification) that you received from your VoIP provider using the digit keys. Note that this information is case-sensitive.

▶ Press the display key OK.

▶ Enter the registration password that you received from your provider using the digit keys. Note that this information is case-sensitive.

▶ Press the display key OK.

Depending on your provider, you may be requested to enter another name (**User name**) if applicable. Enter this name as described above.

If the **User name** is identical to the **User ID**, simply press the right display key OK.

If you have entered all the VoIP data fully and correctly, the message "**Your IP account is registered at your provider.**" will be shown in the display shortly afterwards. The VoIP wizard will then close.

Assigning an incoming/outgoing connection

12 Launch the connection wizard

In order to make calls to other participants using the newly configured VoIP connection (e.g. **IP 1**), you must assign the connection to one or more of the registered handsets as an outgoing connection.

Default assignment: The VoIP connection is assigned to each registered handset and the local answer machine as an incoming connection (incoming calls can be accepted). It is not assigned to any handset as an outgoing connection.

Display shows:

a.
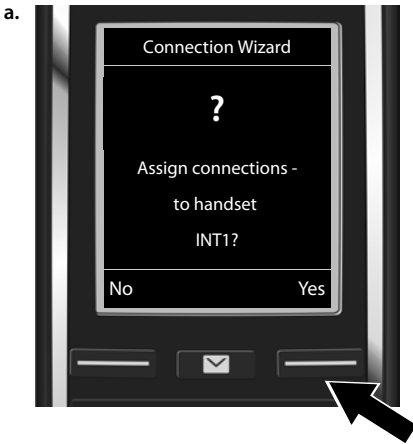
> ▶ Press the display key **Yes** if you want to change the setting for incoming and outgoing connections on the handset with the internal name **INT1**.
>
> ▶ Press the display key **No** if you do not want to change the setting for this handset.

b.
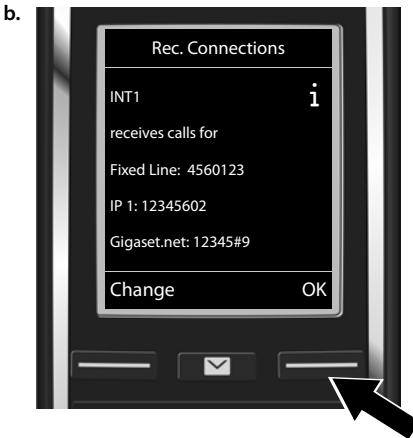
The list of currently assigned incoming connections will be displayed.

Scroll through the list using the control key ⬇ if required.

> ▶ Press the display key **Change** if you want to change the incoming connection selected.
>
> ▶ Press the display key **OK** if you do not want to change the setting. The following steps are skipped. Continue from step **e.**

c.
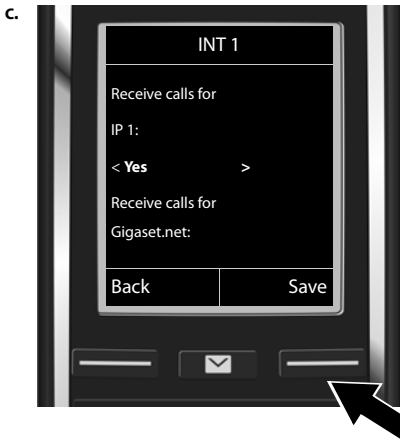
If calls on VoIP connection **IP 1** should not be indicated on the handset:

▸ Press **right** on the control key ⬅️➡️ to set to **No**.

d.
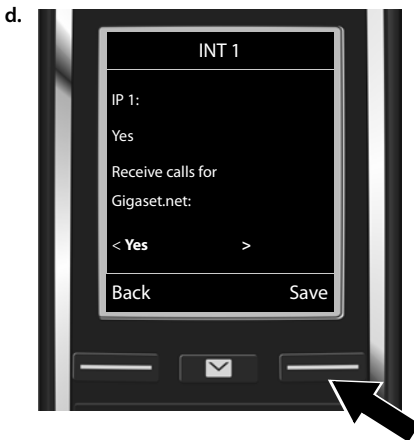
▸ To switch to the next connection: Press **down** on the control key 🔽. Set to **Yes** or **No** as described above.

▸ Repeat steps for each connection.

▸ To complete the settings: Press the display key Save.

The display will show the up-to-date list of incoming connections for verification once again. Press the display key OK to confirm the assignment.

Assigning an incoming/outgoing connection

e.

Send Connections

i

INT1

sends calls with

Fixed Line:

4560123
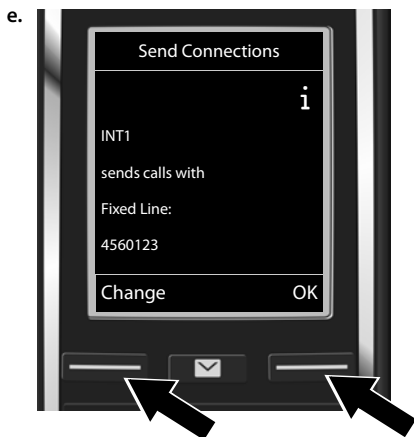
Change   OK

The handset displays the outgoing connection that is currently set for the handset:
Fixed Line.

▸ To retain setting: Press the display key OK. The following step is skipped.

▸ To change the setting: Press the display key Change.

f.

INT 1

Connection for

outgoing calls:

< IP 1   >

Back   Save
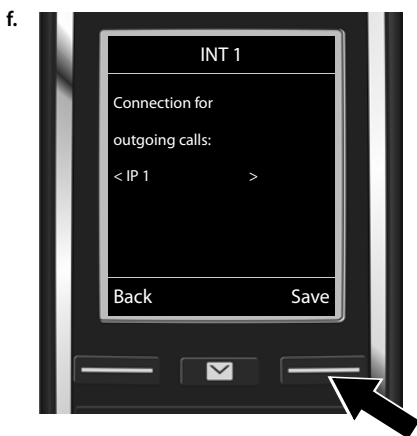
To set the connection/telephone number that the handset should use for calling:

▸ Press **right** on the control key as often as required until the desired connection is displayed (in example **IP 1**).

INT

▸ To save settings: Press the display key Save.

Instead of a fixed connection, you can also select **Sel. at each call**. For each call, you can then select a connection over which the relevant conversation should be established.

As an additional process, you can launch the connection wizard for each additional handset registered to the base. For each handset, the following will be displayed consecutively:

Assign connections to handset xxx?

▸ Carry out steps **a.** to **f.** (see above) for each registered handset.

Complete the installation

Once the settings have been successfully completed, **Connection assignment complete** is shown briefly in the display. The handset then switches to idle status.

Example of the display in idle status:

Display shows:

Radio contact between the base and handset: good to poor: 📶 📶 📶 📶, no reception: ⊕ (red)

Charge status of the batteries:

🔋 🔋 🔋 🔋 (empty to full)

🔋 flashes **red**: Batteries almost empty

⚡🔋 ⚡🔋 ⚡🔋 (charging)

INT 1: Internal name of the handset

You can configure a further five VoIP connections (VoIP numbers). In the detailed user guide for your telephone (online at www.gigaset.com/C530ip, you will find comprehensive information on setting up, configuring new connections and operating the telephone, as well as possible solutions to frequent questions and problems.

In order to remain available via the Internet at all times, the router must always be connected to the Internet.

Gigaset.net phonebook entry

Entering name into the Gigaset.net phonebook

Gigaset.net[*] is a VoIP service provided by Gigaset Communications GmbH, which you can use **free of charge** to call users with a Gigaset VoIP device.
When you open the Gigaset.net phonebook **for the first time** and carry out the following steps, an entry in the Gigaset.net phonebook is created for you:

▶ Press and **hold** down on the control key 🔽.   ▶ Select **Gigaset.net**.

▶ Press the display key OK.

▶ Press the display key Options.

▶ Select **Own Details**.

▶ Press the display key OK.

▶ Press the display key Edit.

A connection to the Gigaset.net online phonebook is established. Display shows:

▶ Enter the name under which you would like to be entered in the Gigaset.net phonebook using the digit keys[**].

▶ Press the display key Save.

If an entry with this name already exists, the message "**Nickname already exists. Please change.**" is displayed. You will be requested to enter another name.

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[*] **Exclusion of liability**
Gigaset.net is a voluntary service provided by Gigaset Communications GmbH without guarantee or liability for the availability of the network and service provision.

[**] **Data protection information**
Your nickname is saved on a central Gigaset server and appears in the Gigaset.net phonebook. You can be called by other users of the Gigaset.net service under this nickname. **By entering your information, you agree for this data to be saved.** If you do not agree, you can cancel this process by pressing the right display key Save without entering any information.
For more information on the data saved in relation to the Gigaset.net service, please go to www.gigaset.net/privacy-policy.

Making calls

Making calls

▶ Dial the number using the digit keys on your handset.
Please note that you may also have to dial the area code for VoIP calls, even for local calls (depending on your provider).

▶ Press the Answer call key 📞.

Fixed outgoing connections assigned: The number is dialled using this outgoing connection. (Default assignment: fixed line network connection)

Sel. at each call assigned: The list of the connections on your telephone will be shown in the display (**Fixed Line**, **IP 1**, etc.).

▶ Select an outgoing connection and press the Answer call key 📞. The number is dialled using the selected outgoing connection.

Customer Service & Assistance

Do you have any questions? As a Gigaset customer, you can find help quickly in this User Manual and in the service section of our Gigaset online portal www.gigaset.com/service.

This enables us to provide you with even better service regarding questions or a warranty claim. In order to contact our customer service via email, please use the email contact form from our Gigaset online portal after selecting your home country. Our representatives are also available on the telephone hotlines for consultation.

Australia - - - - - - - - - - **+61 1300 780 878**
Austria - - - - - - - - - - - - - - - **0043 1 311 3046**
Bahrain - - - - - - - - - - - - - - - - **31 73 11 173**
Belgium - - - - - - - - - - - - - - - - - **07815 6679**
Bosnia Herzegovina - - - - - - - - - **033 276 649**
Brazil
Grandes Capitais e Regiões Metropolitanas:
- **4003 3020**
(Preço de uma ligação local)
- - - - - - - - - - - - - - - - - - - Demais localidades:
- - - - - - - - - - - - - - - - - - - **0800 888 3020**
(Gratuito)
Bulgaria - - - - - - - - - - - - - - **+359 2 9710666**
Canada - - - - - - - - - - - - - - - **1-866 247-8758**
China - - - - - - - **0 21 400 670 6007** (RMB 0.11)
Croatia - - - - - - - - - - - - - - - - - **01 / 2456 555**
Czech Republic - - - - - - - - - - - - **233 032 727**
Denmark - - - - - - - - - - - - - - - - **+45 43682003**
Finland - - - - - - - - - - - - **+358 (0)9725 19734**
France - - - - - - - - - - - - - - - - **(0)1 57 32 45 22**
Germany - - - - - - - - - - - - - - - **01805 333 222**
Greece - - - - - - - - - - - - - - - **+30 2111 98 1778**
Hong Kong - - - - - - - - - - - - - - - - **2763 0203**
- 2389 7285
Hungary - - - - - - - - - - - - - - - - - **01 267 2109**
India - - - - - - - - - - - - - - - - - Please refer to your
- local warranty card
Indonesia - - - - - - - - - - - - - - **(62-21) 5673813**
- **(62-21) 888856000**
Ireland - - - - - - - - - - - - - - - - - **0818 200 033**
Italy - - - - - - - - - - - - - - - - - - - **02.600.630.45**
(il numero è di tipo "urbano nazionale" e può essere chiamato da qualunque operatore di rete fissa o mobile. Il costo della chiamata è inerente al proprio piano tariffario definito con l'operatore telefonico, ad esempio in caso di un contratto con tariffa FLAT, non ci sono costi aggiuntivi per la chiamata a questo numero, in quanto si tratta di un numero urbano nazionale).

Jordan - - - - - - - - - - - - **00962 6 5625460/1/2**
Kuwait - - - - - - **+965 -22458737/22458738**
Lebanon - - - - - - - - - - - - - - - - **+9611240259/**
- **+9611236110**
Luxembourg - - - - - - - - - - **(+352) 8002 3811**
Malaysia - - - - - - - - - - - - - - - **+603-8076 9696**
Malta - - - - - - - - - **+39 02360 46111** (0,10 €)
Mexico
01800 999 4442738 (01800 999 GIGASET)
Netherlands - - - - - - - - - - - - - **0900-3333102**
New Zealand - - - - - - - - - - - - - **0800 780 878**
Norway - - - - - - - - - - - - - - - - **+47 2231 0845**
Oman - - - - - - - - - **+968 70928 Ext. 49/21/75**
Poland - - - - - - - - - - - - - - - - - **801 140 160**
Portugal - - - - - - - - - - - **(+351) 808 788 877**
- - - - - - - - - - - (custo de uma chamada local)
Romania - - - - - - - - - - - - - **+40 021 204 9130**
Russia - - - - - - - - - - - - - - - - **8-800 333 4956**
Serbia - - - - - - - - - - - - - - - - - - **0800 222 111**
Singapore - - - - - - - - - - - - - - - - **6735 9100**
Slovak Republic - - - - - - - - - - - **044 5567 988**
Slovenija - - - - - - - - - - - - - - - - **01 5466 511**
South Africa - - - - - - - - - - - - - **0800 98 08 42**
Spain - - - - - - - - - - - - - - - - - - **902 103935**
Sweden - - - - - - - - - - - - - **+46 (0)8502 52347**
Switzerland - - - - - - - - - - - - - - **0848 212 000**
Taiwan - - - - - - - - - - - - - - - - - **02 266 24343**
Turkey - - - - - - - - - - - - - - **+90 216 223 01 57**
Ukraine - - - - - - - - - - - - - **+380-44-451-71-72**
United Arab Emirates - - - - - - **+97144458255**
- **+97144458254**
United Kingdom - - - - - - - - - - **084503 18190**
USA - - - - - - - - - - - - - - - - - - **1-866 247-8758**
- tollfree

For questions about VoIP access, please contact the respective service provider.

Please have your record of purchase ready when calling. Replacement or repair services are not offered in countries where our product is not sold by authorised dealers.

Authorisation

This device is intended for analogue phone lines in your network.

Voice over IP telephony is possible via the LAN interface (IEEE 802.3).

Depending on your telecommunication network interface, an additional modem could be necessary.

For further information please contact your Internet provider.

Country-specific requirements have been taken into consideration.

We, Gigaset Communications GmbH, declare that this device meets the essential requirements and other relevant regulations laid down in Directive 1999/5/EC.

A copy of the Declaration of Conformity is available at this Internet address:
www.gigaset.com/docs

$C\epsilon$ 0682

Environment

Our environmental statement

We at Gigaset Communications GmbH are aware of our social responsibility. That is why we actively take steps to create a better world. In all areas of our business – from product planning and production to sales and waste of disposal – following our environmental conscience in everything we do is of utmost importance to us.

Learn more about our earth-friendly products and processes online at www.gigaset.com.

Environmental management system

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

Batteries should not be disposed of in general household waste. Observe the local waste disposal regulations, details of which can be obtained from your local authority.

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 2002/96/EC.

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 **Disconnect the power supply.**

2 **Remove the batteries and leave the battery compartment open.**

3 Allow the liquid to drain from the device.

4 Pat all parts dry.

5 Place the device in a dry, warm place **for at least 72 hours** (**not** in a microwave, oven etc.) with the battery compartment open and the keypad facing down (if applicable).

6 **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.

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General

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