

# Gigaset

## C610 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](http://www.gigaset.com).



GIGASET. INSPIRING CONVERSATION.  
MADE IN GERMANY



# Safety precautions

## Warning:

Read the safety precautions and the user guide before use.

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

- > Use only the power adapter supplied, as indicated on the rear of the base.  
Use only the cables supplied for fixed line and LAN connection and connect these to the intended port only.
- > Use only **rechargeable batteries** that correspond to the **specification** (see enclosed CD), as this could otherwise result in significant health risks and personal injury.
- > Insert rechargeable batteries with the correct polarity and use them in accordance with the user guide (polarity symbols are displayed in or on the handset battery compartment).
- > 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. Please refer to the "Appendix" chapter in the long user guide (see enclosed CD) for the specifications of this Gigaset product.
- > 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 handset 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.
- > Do not install the base and charger in bathrooms or shower rooms. The base and charger are not splash-proof.
- > Do not use the phone in environments with a potential explosion hazard, e.g., paint shops.
- > The charger and base are designed for use in dry rooms in a temperature range of +5°C to +45°C.
- > Never expose the telephone to heat sources, direct sunlight or other electrical appliances.
- > Protect your Gigaset from moisture, dust, corrosive liquids and fumes.
- > If you give your Gigaset to a third party, make sure that you also give them the user guide.
- > Remove faulty bases from use or have them repaired by our Service, as these could interfere with other wireless services.
- > Please note that only terminals that are operated in-house (inside buildings) may be connected to the analogue TAE connection.
- > All electrical and electronic products should be disposed of separately from general household waste using designated local authority sites.



If a product displays this symbol of a crossed-out rubbish bin, the product is subject to European Directive 2002/96/EC.

Correct disposal and separate collection of used equipment will help to prevent potential negative consequences for the environment and human health. They are a prerequisite for the re-use and recycling of used electrical and electronic equipment.

For further information on disposing of your used equipment, please contact your local authority, your refuse collection service or the dealer you purchased the product from.

- > 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 or the dealer you purchased the product from.

## Warning:

- > Not all of the functions described in this user guide are available in all countries.
- > The device cannot be used in the event of a power failure. It is also **not** possible to transmit **emergency calls**.
- > When the keypad lock is active, you cannot call emergency numbers.

# Package contents



- 1** Gigaset C610 IP **base**
- 2** Power adapter for connecting the base to the mains power supply
- 3** Phone cord (flattened) for connecting the base to the analogue fixed line network
- 4** Ethernet (LAN) cable for connecting the base to the router (LAN/Internet)
- 5** Gigaset C610H **handset**
- 6** Two batteries for the handset (uncharged)
- 7** Battery cover for the handset
- 8** Belt clip for the handset
- 9** Handset **charger**
- 10** Power adapter for connecting the charger to the mains power supply
- 11** This quick guide and CD with installation wizard for your telephone, licence texts, warranty agreement, links to the long user guide and to key websites.  
If the firmware for your base is updated, the user guide will also be updated and made available for download on the Internet at [www.gigaset.com](http://www.gigaset.com).

# Keys and functions on the handset



## Display keys:

Start function displayed to the left or right of the bottom display line



## Speaker key:

Switch between earpiece and speaker mode (key lights up)



## Talk key:

Answer a call;  
after entering number: start dialling



## Control key:

Open menu (press right);  
open directory (press down arrow);  
open list of online directories (press and hold down arrow); scroll through menus (press up/down);  
navigate in text



## Message key:

Open calls and messages lists;  
flashing: new call, new message/firmware



## End call key, on/off key:

End call, cancel function (press briefly);  
return to idle status (press and hold);  
switch handset on/off (press and hold)



## Fast access key (press and hold):

Listen to messages on the network mailbox



**\* key:** Ringer on/off (press and hold)



**# key:** Keypad lock on/off (press and hold)



**Recall/pause key** (fixed line)



**Mute key:** Microphone muting

# Connection overview



- 1 Preparing the handset: inserting the batteries
- 2 Connecting the charger to the mains power supply and charging the batteries
- 3 Connecting the phone cord and power lead to the base
- 4 Connecting the base to the fixed line network and the mains power supply
- 5 Connecting the base to the router in order to connect the base to the Internet (connection via router and modem or via router with integrated modem)
- 6 Connecting the PC to the LAN (optional) – for advanced configuration of the Gigaset C610 IP base

# Preparing the handset

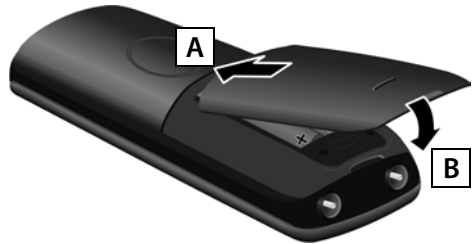
## 1 Inserting the supplied batteries and closing the battery cover



- > Check the polarity when inserting the batteries (see symbols in or on the battery compartment).
- > Use only the rechargeable batteries recommended.

Once the batteries have been inserted, the handset switches on automatically.

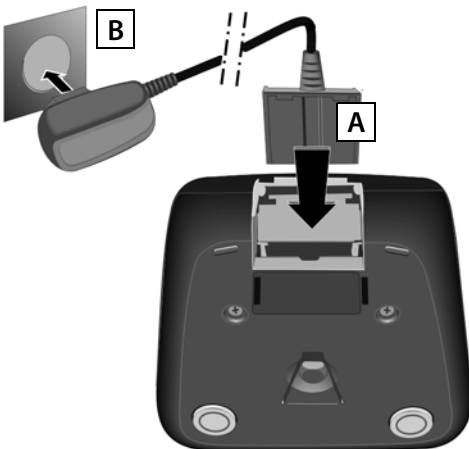
- > First insert the tab on the top of the battery cover in the recess on the housing **A**.
- > Then press the cover until it clicks into place **B**.



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


## 2 Connecting the charger and charging the batteries

> **Observe the sequence (A, B)!**



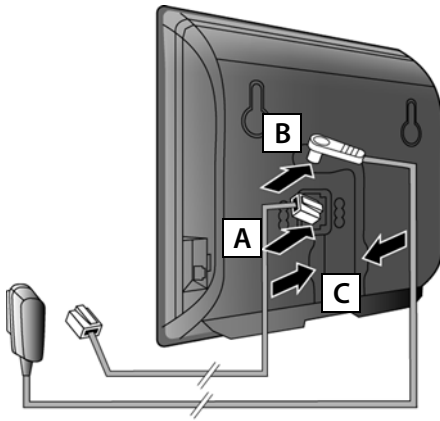
- > Place the handset in the charger and wait until the batteries are fully charged (approx. 10 hours).



- > Do not put the handset back in the charger until the batteries are fully discharged through use.
- > After the first battery charge **and** discharge, you may place your handset in the charger after every call.
- > The battery charging status is displayed in the idle display:  
 (empty to full).

# Connecting the base

## 3 Connecting the phone cord and power lead to the base



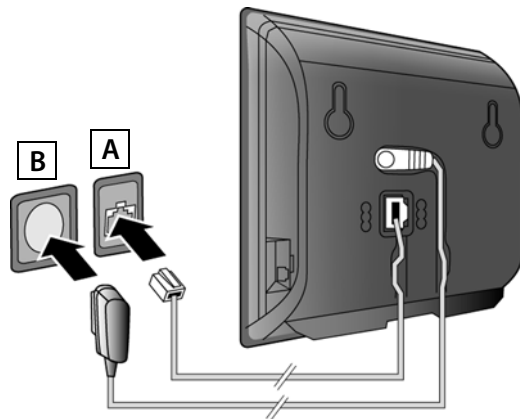
- A** Insert the (flattened) phone cord into the lower connection socket at the rear of the base.
- B** Insert the power lead of the power adapter into the upper connection socket at the rear of the base.
- C** Insert both cables into their respective cable recesses.


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

## 4 Connecting the base to the fixed line network and mains power supply

- A** Insert the phone cord into the fixed line network connection socket.
- B** **Then** insert the power adapter into the mains socket.

Keep the power adapter **plugged in at all times** for operation, as the phone does not work without a mains connection.

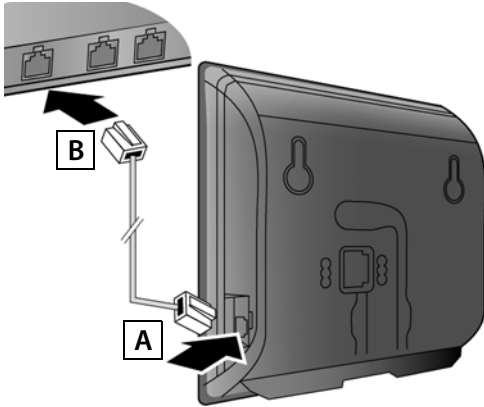


You can now use your phone to make calls via the fixed line network:  
Enter the number using the handset, and then press the talk key .



# Connecting the base

## 5 Connecting the base to the router (Internet)



- A Connect one Ethernet cable plug to the LAN socket at the side of the base.
- B Insert the second Ethernet cable plug into a LAN socket on the router.

Use the Ethernet cable supplied.

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

**Data protection notice:** Further information about saving Gigaset.net service data can be found at [www.gigaset.net/privacy-policy](http://www.gigaset.net/privacy-policy).



## 6 Connecting the PC to the router (optional)



You can change the settings on the phone's base using a PC connected to your phone via the router.

> Connect the PC network connection to a free LAN socket on your router.

The procedure below requires that your phone is automatically assigned an IP address by the router (i.e. DHCP is enabled on router and phone).

In **exceptional cases** (e.g. if DHCP is not enabled on the router) you will have to assign a static IP address to the base for LAN access. You must enter this IP address on the handset before carrying out the following steps. Further information on this can be found in the long user guide (see enclosed CD).

The following handset menu can be used to make the entry:

 (Press right on the control key) →  → **System** → **Local Network** → (enter system PIN if required)

# Configuring the VoIP connection

Instead of using the following procedure, you can also enter the VoIP access data and the assignment of the VoIP connection as send and receive connection using your PC (steps **7** to **12**):

- > Launch the web browser on your PC.
- > Enter the URL **[www.gigaset-config.com](http://www.gigaset-config.com)** in the address field of the web browser and press the return key.

You are connected to your base's Web configurator. To log in to the Web configurator you will need the system PIN for the telephone (default setting: 0000).

A description of the Web configurator can be found in the long user guide (see enclosed CD) and in the Web configurator online help document.

## Prerequisite for the following steps:

Before you can use VoIP to phone any other subscribers on the Internet, the fixed line network or the mobile phone network, you need a VoIP account.

- > Set up a VoIP account with a VoIP provider.
- > Have your VoIP account data you received from your VoIP provider to hand.

## You will need:


- > Your registration name (login ID), your password and, if applicable (provider-dependent), a user name (often this is your VoIP phone number).

Or


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


# Configuring the VoIP connection

## 7 Starting the configuration process

When your handset is sufficiently charged (approx. 20 minutes after you have placed it in the charger), the message key  on the handset flashes.



> Press the message key  on the handset.

If "New firmware available" is shown in the display, updated firmware is already available for your phone. Press the right-hand display key **Yes**. The new firmware is loaded. This takes approx. 6 minutes. The message key  will now flash again.


> Press the message key  to start configuration.

## 8 Starting the IP wizard





> Press the key below **Yes** on the display (= right display key).



> Press the bottom of the control key  to scroll down.

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


If the connection assistant does not start correctly, or if you cancel the connection assistant, you can start it via the following menu on the handset:

 (press right) →  → **Telephony** → **VoIP Wizard**

# Configuring the VoIP connection



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

- > If necessary, press down on the control key  to select a connection.
- > Press the **OK** display key to continue.

**Provided that** your phone is set for auto-configuration (default setting), you will see the following display. Otherwise, for more information, see [10](#).

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

- > Press the key below **No** on the display screen.
- > For more information, see [10](#).



If you have received an **auto-configuration code**:

- > Press the key below **Yes** on the display screen.
- > For more information, see [9](#).

If your phone cannot establish a connection to the Internet, the message **Internet connection not available** is displayed.

- > Press the left display key **Info** to display information about the possible causes of errors.
- > Press the right display key **OK** to end the VoIP wizard and start the connection assistant (step [12](#)).

# Configuring the VoIP connection

## 9 Entering an auto-configuration code



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

> Press the right-hand display key **OK**.


All data required for VoIP telephony is loaded directly from the Internet to your phone.

Following successful download, **Your IP account is registered with your provider.** is shown in the display.

Proceed as described under **12**.


## 10 Selecting a provider and loading provider data to the base



> Select your country with the control key  (press down arrow).

> Press the display key **OK**.




> Select your provider with the control key  (press down arrow).

> Press the display key **OK**.




The general access data for your VoIP provider will be downloaded and saved on the phone.

# Configuring the VoIP connection


If your provider is not in the list, you must cancel the VoIP wizard:

- > Press and **hold** the end call key  to return your handset to idle status.
- > Carry out the configuration and the assignment of the send and receive connection using the Web configurator. Further information on this can be found in the long user guide (see enclosed CD).


## 11 Entering personal VoIP account data

- > To switch between upper and lower case and digits, press the  key (several times if necessary).
- > Characters entered incorrectly can be deleted using the left display key . The character to the left of the cursor is deleted.
- > You can navigate within the input field using the control key  (press right/left).




- > Using the number keys, enter the authentication name (user identification) that you received from your VoIP provider. This entry is case-sensitive.
- > Press the right display key .



- > Using the number keys, enter the authentication password that you received from your provider. This entry is case-sensitive.
- > Press the right display key .

Depending on your provider, you may be prompted to enter another name (**User name**). Enter it as described above.

If the **User name** is identical to the **User ID**, you only need to press the right display key .

# Assigning the send/receive connection

Once you have entered all the VoIP data fully and correctly, the message "Your IP account is registered with your provider." will appear in the display after a short time. The VoIP wizard is closed.

## 12 Starting the connection assistant

To call other parties using the newly configured VoIP connection (e.g. IP 1), you must assign the connection to one or more of the registered handsets as a send connection.

**Default assignment:** The VoIP connection is assigned to every registered handset and to the integrated answering machine as a receive connection (incoming calls can be received). It is not assigned to any handset as a send connection.

The following is shown in the display:

a.




- > Press the display key **Yes** if you wish to change the setting for the send and receive connections of the handset with the internal name INT1.
- > Press the display key **No** if you do not wish to change the setting for this handset.

b.



The list of receive connections currently assigned is displayed.

Press down on the control key  to scroll through the list if necessary.


- > Press the display key **Change** if you wish to change the receive connection setting.
- > Press the display key **OK** if you do not wish to change the setting. The following steps are skipped. Continue from e.

# Assigning the send/receive connection

c.




If no calls to the VoIP connection **IP 1** are to be signalled on the handset:

- > Press **right** on the control key  to set to **No**.



d.

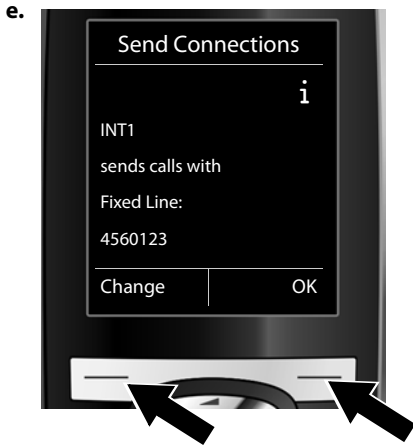


- > Press **down** on the control key  to switch to the next connection. Select either **Yes** or **No** as described above.
- > Repeat the steps for each connection.
- > Press the display key **Save** once you have finished configuring the settings for the handset.

The updated list of receive connections is displayed one more time for you to check. Press the display key **OK** to confirm the assignment.

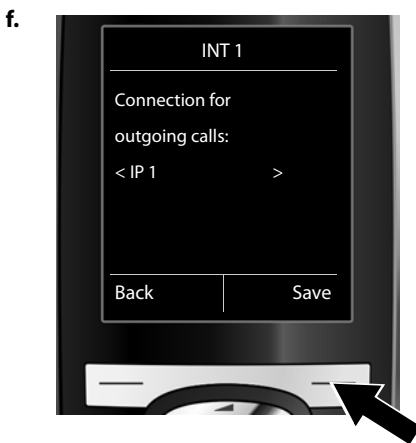


# Assigning the send/receive connection




The send connection currently set for the handset is displayed: **Fixed Line**.

- > Press the display key **OK** if you do not wish to change the setting. Skip the following step.
- > To change the setting, press the display key **Change**.



Which connection/phone number should the handset use to make a call:

- > Press **right** on the control key  repeatedly, until the required connection is displayed (in the example, **IP 1**).



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

Instead of a fixed connection, you can also select **Sel. at each call**. Each time you make a call, you can then select the connection you wish to use.

You can go on to start the connection assistant for each additional handset registered to the base. The following is displayed in sequence for each handset:

## Assign connections to handset xxx?

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

# Assigning the send/receive connection

## Completing the installation

After successfully configuring the settings, **Connection assignment complete** is displayed briefly. Afterwards, the handset returns to idle status (an example of the display in idle status):



The following are displayed:

Reception between the base and the handset:

good to low: , 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 five additional VoIP connections (VoIP phone numbers) on your Gigaset. The long user guide for your phone (see enclosed CD) contains detailed information on setting up the device, configuring new connections and operating the phone, as well as possible solutions to frequently asked questions and common problems.



To ensure that you can always be reached via the Internet, the router must be permanently connected to the Internet.

# Gigaset.net directory entry

## Entering your name in the Gigaset.net directory

**Gigaset.net**\* is a VoIP service provided by Gigaset Communications GmbH, which you can use to make **free calls** to other Gigaset VoIP users.

The **first** time you open the Gigaset.net directory, complete the following steps and an entry will be created in the Gigaset.net directory for you:

- > Press and **hold** the control key .
- > Press down on the control key  repeatedly until **Gigaset.net** is selected.
- > Press the display key **OK**.

A connection to the Gigaset.net online directory is established. You will see the following display:



- > Using the number keys, enter the name that you would like to be listed under in the Gigaset.net directory\*\*.
- > Press the right display key **Save**.

If an entry already exists with this name, the message "**Nickname already exists. Please change.**" will appear. You will be prompted to enter a name again.

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### \* Exclusion of liability

Gigaset.net is a voluntary service provided by Gigaset Communications GmbH with no liability or guarantee for the availability of the network and the service.


### \*\* Data protection notice

Nicknames are stored on a central Gigaset server and displayed in the Gigaset.net directory. You can receive calls from other users of the Gigaset.net service under 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 by pressing the right display key **Save** without making an entry.


Further information about saving Gigaset.net service data can be found at [www.gigaset.net/privacy-policy](http://www.gigaset.net/privacy-policy).

# Making calls

## Making calls

- > Enter a phone number using your handset's number keys.  
Please note that, even with local calls, you must always dial the area code for calls via VoIP (provider-dependent).
- > Press the talk key .
- > If you have assigned the handset a **fixed send connection** (default assignment: fixed line connection), the number will be dialled via this send connection.

Or

- > If you have assigned the handset **Sel. at each call**, the list of connections for your phone will be displayed (**Fixed Line, IP 1** etc.).
- > Select a send connection and press the talk key ; the number will be dialled via the selected send 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](http://www.gigaset.com/service).

Please register your phone online right after purchase.

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 ..... 1300 780 878  
Austria ..... 0043 1 311 3046  
Bahrain ..... 97 31 73 11 173  
Belgium ..... 078 15 66 79  
Bosnia Herzegovina ..... 033 276 649  
Brazil ..... 4003 3020  
(grandes cidades e regiões metropolitanas -  
Custo de uma ligação local)  
..... 0800 888 3020  
(demais localidades - Gratuito)  
Bulgaria ..... +359 2 9710666  
(0.50 евро на минута от всички държави за  
стационарни телефони. За обаждания от  
мобилни телефони може да има други цени).  
Canada ..... 1-866 247-8758  
China ..... 0 21 400 670 6007 (RMB 0.11)  
Croatia ..... 01 2456 555 (0,23 Kn)  
Czech Republic ..... +420 23303 2727  
Denmark ..... +45 (0) 35 25 86 00  
Finland ..... 09 231 134 25  
France ..... +33 170 706 181  
Coût d'un appel local depuis une ligne fixe  
France Télécom.  
Germany ..... 01805 333 222  
Der Anruf kostet Sie aus den deutschen Fest-  
netzen 0,14 € pro Minute. Anrufe aus den deut-  
schen Mobilfunknetzen kosten höchstens 0,42  
€ pro Minute.  
Greece ..... 801-1000 500  
(Χρέωση 0,0026 € το λεπτό για το σταθερό  
δίκτυο της Ελλάδας. Για κλήσεις από κινητό  
ίσως ισχύουν άλλες χρεώσεις)  
Hong Kong ..... 2763 0203  
..... 2389 7285  
Hungary ..... 06 14 71 24 44 (27 Ft)  
India ..... Please refer to your  
..... local warranty card  
Indonesia ..... (62-21) 5673813  
..... (62-21) 888856000  
Ireland ..... 18 50 77 72 77  
Italy ..... 199.15.11.15  
(€ cent 8,36 + IVA al minuto da telefono fisso  
della rete Telecom Italia senza scatto alla ris-  
posta mentre per le chiamate effettuate attra-

verso la rete di altri operatori fissi o mobili con-  
sultate le tariffe del vostro operatore)  
Jordan ..... 00962 6 5625460/1/2  
Kuwait ..... +965 -22458737/22458738  
Lebanon ..... +9611240259/  
..... +9611236110  
Luxembourg ..... +352 8002 3811  
Malaysia ..... +603-8076 9696  
Malta ..... +390 2360 46789 (0,10 €)  
Mexico  
..... 01800 999 4442738 (01800 999 GIGASET)  
Netherlands ..... 0900-3333102  
(0,25 € per minuut (vast net). Voor oproepen uit  
het mobiele netwerk kunnen andere prijzen  
gelden.)  
New Zealand ..... 0800 780 878  
Norway ..... 22 70 84 00  
(Oppstartskost 89 øre + 15 øre pr minutt fra  
fasttelefon linje. For samtaler fra mobil vil det  
gjelde egne priser.)  
Oman ..... +968 709281 Ext. 49/21/75  
Poland ..... 801 140 160  
Portugal ..... (351) 808 781 223  
(custo de uma chamada local)  
Romania ..... +40 021 204 9130  
Russia ..... 8 (495) 2281312  
Serbia ..... 0800 222 111  
Singapore ..... 6735 9100  
Slovak Republic ..... 02 59 68 22 66 (4,428 sk)  
Slovenija ..... 01 5644171  
South Africa ..... +2711 46 13 181  
Spain ..... 902 103935  
Sweden ..... 08-750 99 11  
Switzerland ..... 0848 212 000  
Taiwan ..... 02 266 24343  
Turkey ..... 0216 459 98 59  
Ukraine ..... +380-44-451-71-72  
United Arab Emirates ..... +9714445825/  
..... +97144458254  
United Kingdom ..... 0 84 53 67 08 12  
USA ..... 1-866 247-8758  
Vietnam ..... 1900 545 416

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 with an additional modem via the LAN interface.

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 1999/5/EC Declaration of Conformity is available at this Internet address:  
[www.gigaset.com/docs](http://www.gigaset.com/docs)

**CE 0682**

**Issued by**

Gigaset Communications GmbH  
Frankenstr. 2a, D-46395 Bocholt

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[www.gigaset.com](http://www.gigaset.com)

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