Gigaset

E500 - E500 A

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

GIGASET. INSPIRING CONVERSATION.
MADE IN GERMANY

Gigaset E500/E500A – Your reliable companion

This phone has the benefits of an ergonomic design, easy-to-use keys and a clear display with large font.
It is also impressively robust and has first-class sound quality in handsfree mode as well as a long operating time.
In Eco Mode your Gigaset is radiation-free while in idle status – and it saves energy.
This user guide contains a practical fold-out page and detailed step-by-step instructions to help you quickly become familiar with your phone. Use the practical setting options.

Direct dialling keys
Dial frequently used numbers quickly and easily using special keys (→ page 38).

Emergency function (E500A only)
Request help from your friends in an emergency with a personal announcement (→ page 45).

Jumbo font and contrast
Improve the legibility of dialling digits by using a larger font and set the contrast of the display to your preference (→ page 59).

Volume
Change earpiece, handsfree and ringer volume quickly and easily using the key on the right-hand side of the phone (→ page 60).

Directory for 150 entries
Save phone numbers and names to the directory (→ page 36).

Call list
Check who has called while you were out (→ page 41).

Redial
Use the last dialled numbers (→ page 40).

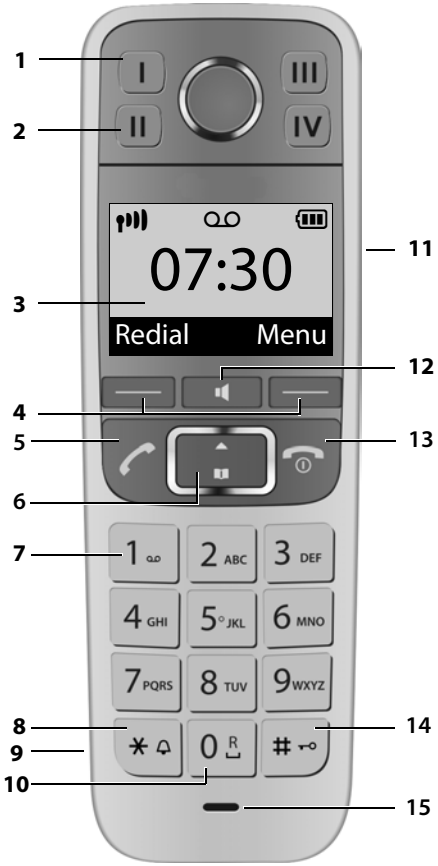
Environmentally friendly
Make low-radiation calls in Eco Mode (→ page 55).

Further information on your phone can be found at www.gigaset.com/gigasete500.

After purchasing your Gigaset phone, please register it at www.gigaset.com/service – this will ensure any questions you may have or warranty services you request are dealt with even faster!

Have fun using your new telephone!

Overview of handset



1 **Direct dialling key I** (→ page 38) ("SOS key", → page 45)

2 **Direct dialling keys II to IV** (→ page 38)

3 **Display** in idle status (→ page 24)

4 **Display keys** (→ page 7)

5 **Talk key**
Accept a call, start dialling

6 **Control key** (→ page 8)

7 **Key 1**
Answering machine (E500A only)/ Call the network mailbox (→ page 54)

8 **Star key**
Ringers on/off (press and **hold**)

9 **Connection socket for headset** (→ page 74)

10 **0 key/recall key**
Consultation call (flash): press and **hold**

11 **Side key**
Set the volume (→ page 8)

12 **Handsfree key** (→ page 35)
Switch between earpiece and handsfree mode;
Lights up: handsfree activated;
Flashes: incoming call

13 **End call key, On/Off key**
End call; cancel function; go back one menu level (press briefly); back to idle status (press and **hold**); activate/deactivate handset (press and **hold** in idle status)

14 **Hash key**
Keypad lock on/off (press and **hold**, page 27); upper/lower case and digits (→ page 73)

15 **Microphone**

Please note

To change the **display language**, proceed as described on page 59.

Gigaset service contact numbers:

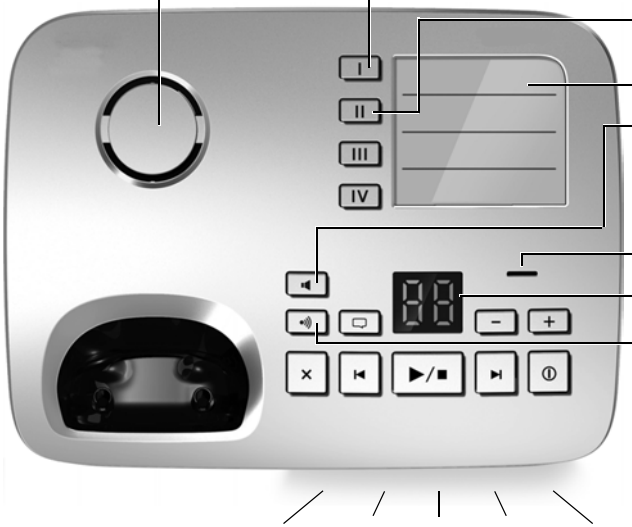
For personal advice on our range of products and for repairs or guarantee/warranty claims call:

Service Centre UK: **08453 6708 12**
(local call cost charge)

Please have your proof of purchase ready when calling.

Overview of Gigaset E500A base

You can use the keys on the base to operate the integrated answering machine (Gigaset E500A only), search for handsets ("paging" → page 58) and register handsets to the base → page 57.



Overview of Gigaset E500 base

Registration/paging key

– Press **briefly**: search for handsets (paging) → page 58.
– Press and **hold**: register handsets and DECT devices → page 57.

Answering machine keys

- **On/off key**: activate and deactivate answering machine.
- **Playback/Stop key**: play back messages from the answering machine or cancel playback.
- **Forward key**: skip to next message.
- **Back key**: skip to beginning of the current or the previous message.
- **Delete key**: delete the current message during message playback or all old messages in idle status.
- **Announcement key:** record, play back and delete a personal announcement.
  - Press and **hold**: record announcement.
    Press again to end recording.
  - Press **briefly**: play back announcement.

  Delete announcement during playback by pressing .
- **Volume keys**: adjust volume
  (= quieter; = louder)
  - **During message playback:** adjust loudspeaker volume.
  - **While an external call is being signalled:** adjust ringer volume.

Answering machine display

Lights up: answering machine is activated. The number of saved messages is displayed.

00 flashes: the answering machine is recording a new message.

Flashes slowly: there are new messages. The number of **new** messages is displayed.

99 flashes quickly: the answering machine is full.

Please note

If the answering machine is being operated from a handset or if it is recording a message (00 flashes), it cannot be operated from the base at the same time.

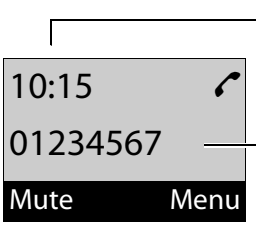
Icons and keys

Understanding the display icons

The display depends on the phone's settings and operating status.

Signal strength (→ page 56)
or Eco Mode+ (→ page 56)
Answering machine activated (E500A only)
Ringer switched off (→ page 61)
Keypad locked (→ page 27)
Battery charging (→ page 19)
Battery charge status (→ page 24)
Current time (→ page 22)
Number of new messages on the network mailbox or answering machine (example: 2 new) (→ page 41)
Number of new entries in the list of missed calls (example: 4 new) (→ page 41)
Current time (→ page 22)
Alarm clock switched on and wake-up time set (→ page 57)
Display keys (→ page 7)

Display during an external call



Call duration
Line in use
Number or name of caller (→ page 33)
Display keys (→ page 7)

Mute — Mute the microphone (→ page 35)

Menu — Display service information (e.g., software version)

Other display icons

Action complete

Action failed

Information

Alarm call (→ page 57)

Please wait...

Main menu icons

	Directory
	Missed Calls
	Alarm clock
	Answer Machine
	Settings

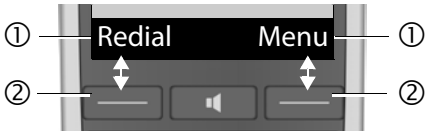
For information on using the menu and the menu tree, see: page 26, page 30.

Display keys

The functions of the display keys change depending on the particular operating situation. **Example:**

① Current display key function

② Display keys



Examples:

Redial Open redial list.

Menu Open main menu/menu for further functions.

OK Confirm selection or save entry.

✉	New missed calls or new messages on the answering machine (E500A only)/network mailbox (→ page 42).
Delete	Delete key: delete character by character/word by word from right to left.
Back	Go back one menu level or cancel operation.
Mute	Mute the microphone (→ page 35).

Using the control key

In the description below, the side of the control key (up or down) which you have to press in the different operating situations is marked in black, e.g., ▲ for "press the top edge of the control key".

The control key has a number of different functions:

When the handset is in idle status

▼ Open the directory.

In menus and lists

▲▼ Scroll up/down a line at a time.

In input fields

▼/▲ Move the cursor to the right ▼ or left ▲.

During an external call

▼ Open the directory.

Side key

Press the **top or bottom** of the key to set the volume for the **earpiece**, **ringer**, **handsfree mode**, **alarm clock** or **headset** depending on the situation. The key is located on the side of the handset.

Contents

Gigaset E500/E500A – Your reliable companion 2
Overview of handset 3
Overview of Gigaset E500A base 4
Overview of Gigaset E500 base 4
Answering machine keys 5
Answering machine display 5
Icons and keys 6
Understanding the display icons 6
Main menu icons 7
Display keys 7
Using the control key 8
Side key 8
Safety precautions 12
First steps 14
First step: checking package contents 14
Second step: setting up the base and charger 15
Third step: connecting the base 16
Tabs 17
Connecting the charger (if included) 17
Setting up the handset for use 18
Changing the display language 21
Setting the date and time 22
Display in idle status 24
What would you like to do next? 25
Using the phone 26
Menu guidance 26
Using keys on the keypad 27
Correcting incorrect entries 27
Activating/deactivating the handset 27
Activating/deactivating the keypad lock 27
Understanding the operating steps 28
Menu tree 30

Making calls ... 33
Making external calls and ending calls ... 33
Accepting a call ... 33
Calling Line Identification ... 33
Notes on calling line display (CLIP) ... 34
Handsfree operation ... 35
Muting ... 35

Using the directory, direct dialling keys and lists ... 36
Directory ... 36
Direct dialling keys [I] to [IV] ... 38
Making internal calls ... 39
Using the redial list ... 40
Answering machine list (Gigaset E500A only) ... 41
Network mailbox list ... 41
Missed calls list ... 41
Calling up lists with new messages ... 42

Automatic network provider preselection ... 43

Emergency function – direct dialling key [I] ... 45
How the procedure works ... 45
Setting up the emergency function ... 47

Operating the answering machine ... 49
Activating/deactivating the answering machine ... 49
Recording a personal announcement ... 49
Playing back messages ... 50
Accepting a call from the answering machine ... 51
Activating/deactivating call screening ... 52
Setting up the answering machine ... 52
Operating when on the move (remote operation) ... 53
Calling the answering machine and playing messages ... 53

Using the network mailbox ... 54
Accepting a new message from the network mailbox ... 54
Playing back messages ... 54

ECO DECT ... 55

Using the handset as an alarm clock ... 57

Using multiple handsets ... 57
Registering handsets ... 57
De-registering handsets ... 58
Locating a handset ("Paging") ... 58

Changing the name of a handset 58
Listening in to an external call 59

Handset settings 59
Changing the display language 59
Setting jumbo font 59
Changing the display contrast 60
Auto answer 60
Changing the call volume 60
Changing ringers 60
Advisory/warning tones 62
Restoring the handset default settings 62

Base settings 62
Activating/deactivating music on hold 62
Activating repeater support 63
Protecting against unauthorised access 63
Changing the call volume 64
Changing ringers 64
Activating/deactivating LED signal 64
Resetting the base to the default settings 64

Operating the base on the PABX 65

Customer Service & Assistance 66
Questions and answers 67
Authorisation 68
Guarantee Certificate 69

Protecting our environment 70

Appendix 71
Care 71
Contact with liquid 71
Specifications 71
Writing and editing names 73

Accessories 74

Mounting the E500 base on the wall 76

Mounting the charger on the wall 76

Index 77

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 underside of the base or charger.

Use only **rechargeable batteries** that correspond to the **specification**. Never use a conventional (non-rechargeable) battery or other battery types as this could result in significant health risks and personal injury. Please refer to the "Appendix" chapter for the specifications of this Gigaset product.

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 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 or charger in bathrooms or shower rooms. The base and charger are not splashproof.

Do not use your phone in environments with a potential explosion hazard (e.g., paint shops).

If you give your phone to a third party, make sure you also give them the user guide.

Remove faulty bases from use or have them repaired by our Service team, as these could interfere with other wireless services.

Please note

- 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**.

First steps

First step: checking package contents

1 One Gigaset E500/E500A base
2 One Gigaset handset
3 Two batteries
4 One battery cover
5 One belt clip
6 One power adapter for the base
7 One phone cord
8 One plastic cover for the tab
9 One user guide with tabs

If you have purchased a **model with multiple handsets**, the package should contain two batteries, a battery cover and a charger 8 with power adapter 9 for each additional handset.

8

9

Second step: setting up the base and charger

The base and charger are designed for use in dry rooms in a temperature range of +5°C to +45°C.

- Set up the base at a central point in the building on a level, non-slip surface or mount the base (Gigaset E500 only) or charger on the wall (➔ page 76).

Please note

Pay attention to the range of the base. This is up to 300 m in unobstructed outdoor areas and up to 50 m inside buildings. The range is reduced when **Eco Mode** is activated (➔ page 56).

The phone's feet do not usually leave any marks on surfaces. However, due to the multitude of different varnishes and polishes used on today's furnishings, the occurrence of marks on the surfaces cannot be completely ruled out.

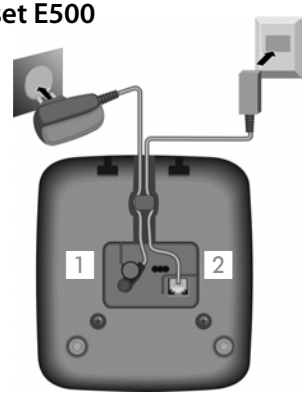
Warning

- Never expose the telephone to the influence of heat sources, direct sunlight or other electrical devices.
- Protect your Gigaset from moisture, dust, corrosive liquids and fumes.

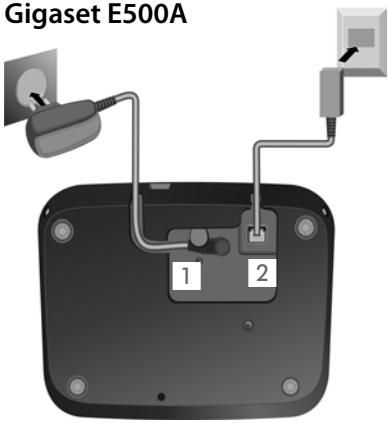
Third step: connecting the base

- **First**, connect the telephone jack 2 and insert the cables into the cable ducts.
- **Then** connect the power adapter 1.

Gigaset E500



Gigaset E500A



Warning

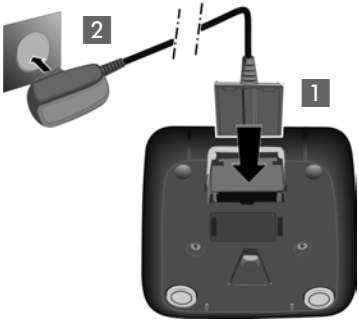
- The power adapter must **always be connected**, as the phone will not operate without a mains connection.
- Use only the power adapter and phone cord **supplied**. Pin connections on telephone cables can vary (pin connections → page 73).
- The answering machine is ready for use **approx. 15 seconds after** the base has been connected or reset (Gigaset E500A only).

Tabs

There are tabs for the base printed on the back of the user guide: they can be cut out and labelled.

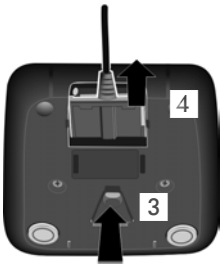
You can also download tabs from the Internet in the form of a PDF file:
www.gigaset.com/gigasete500a.

Connecting the charger (if included)



- Connect the flat plug on the power adapter 1.
- Plug the power adapter into the plug socket 2.

To disconnect the plug from the charger, press the release button 3 and disconnect the plug 4.



Setting up the handset for use

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

Inserting the battery and closing the battery cover

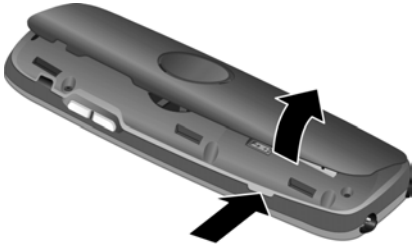
Warning

Use only rechargeable batteries (→ page 71) recommended by Gigaset Communications GmbH, as this could otherwise result in significant health risks and personal injury. For example, the outer casing of the batteries could be destroyed or the batteries could explode. The phone could also malfunction or be damaged as a result of using batteries that are not of the recommended type.

- Insert the batteries with the polarity in the correct direction.
  The polarity is indicated in the battery compartment.

- First, align the protrusions on the side of the battery cover with the notches on the inside of the casing.
- Then press the cover until it clicks into place.

To open the battery cover, for instance to replace the batteries, insert a coin into the cavity on the side of the casing, then pull the battery cover at an angle in an upward direction.



Attaching the belt clip

The handset has notches on each side to attach the belt clip.

- **To attach** — press the belt clip onto the back of the handset so that the protrusions on the belt clip engage with the notches.
- **To remove** — press the centre of the belt clip firmly with your right thumb, push the fingernail of your left index finger up between the clip and the housing and pull the clip in an upward direction.

Charging the battery

The correct charge status can only be displayed if the battery is first fully charged **and** discharged.

- Place the handset in the base with its **display facing forward** for **7.5 hours**.

Please note

The handset must only be placed in the designated E500/E500A base or the corresponding charger.

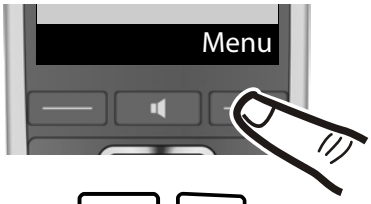
- After charging, remove the handset from the base and only replace it when the batteries are fully discharged.

Please note

- The handset is already registered with the base. If you have purchased a **model with multiple handsets**, all handsets will already be registered with the base. You do not need to register the handset again.
- After the first battery charge **and** discharge you may replace your handset in its base after every call.
- Always repeat the charging and discharging procedure if you remove the batteries from the handset and reinsert them.
- The batteries may warm up as they are charging. This is not dangerous.
- After a time the charge capacity of the batteries will decrease for technical reasons.

Changing the display language

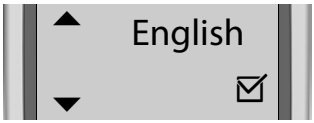
Change the display language if you do not understand the language currently set.



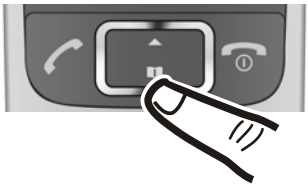
▸ Press the right-hand display key.

5 jkl 4 ghi

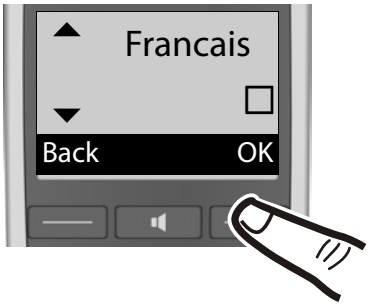
▸ Press keys 5 jkl and 4 ghi **slowly** one after the other.



The display for setting languages appears. The current language (e.g., English) is selected.



▸ Press down on the control key ...



... until the language you wish to use is displayed e.g., French.

▸ Press the key below OK to select this language.

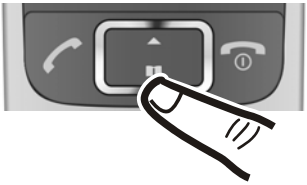
The selection is marked with ☑.

▸ Press and **hold** the end call key to return to idle status.

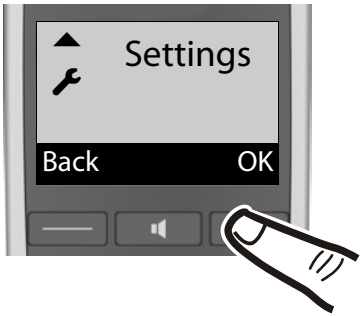
Setting the date and time

Set the date and time so that the correct date and time can be assigned to incoming calls, and so that the alarm clock can be used.

▸ Press the key below **Menu** on the display screen to open the main menu.

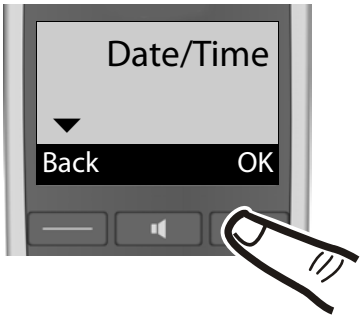


▸ Press down on the control key ...



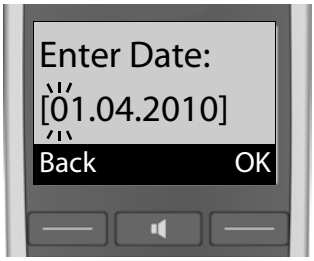
... until the menu entry **Settings** appears on the screen.

▸ Press the key below **OK** on the display screen.



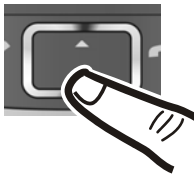
The menu entry **Date/Time** appears on the screen.

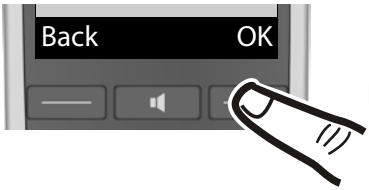
▸ Press the key below **OK** on the display screen.



- The input field opens. The active line is marked [...].
  Enter the day, month and year as an 8-digit number via the keypad e.g., 0 1 0 4 2 0 1 0 for 1 April 2010.

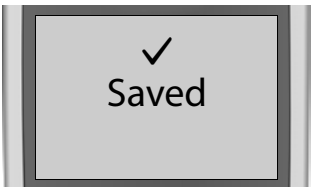
To correct errors: press up or down on the control key to swap between fields.





- Press the key below **OK** on the display screen to confirm your entry.

- Enter the hours and minutes as four-digit numbers via the keypad e.g., 0 7 1 5 for 7.15 a.m.
  If necessary, use the control key to swap between fields.
- Press the key below **OK** on the display screen to confirm your entry.



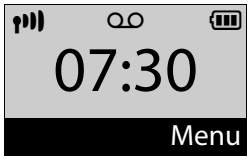
The display shows **Saved**. You will hear a confirmation tone.

- Press and **hold** the end call key to return to idle status.

Display in idle status

Once the phone is registered and the time set, the idle status is shown as in this example.

Screen display



- Reception between the base and the handset:
  - Good to poor:
  - No reception: flashes
- Activating the answering machine:
  - Your answering machine is set with a pre-recorded announcement.
- Battery charge status:
  - Charged over 66%
  - Charged between 33% and 66%
  - Charged between 11% and 33%
  - flashes: Charged less than 10% (less than 1 hour's talktime)
  - Battery is charging

If **Eco Mode+** (→ page 56) is activated, the icon is displayed in the top left corner of the display.

Your phone is now ready for use.

What would you like to do next?

Now that you have successfully set up your Gigaset, you can immediately start calling – or you can adapt it to your personal requirements. Use the following guide to quickly locate the most important functions.

Operating the phone	page 26
Transferring an old directory to a new handset	page 37
Registering other handsets	page 57
Storing numbers in the directory	page 36
Setting up the emergency function (E500A only)	page 45
Changing the ringers and volume on the handset	page 60
Changing the ringers and volume on the base	page 64
Changing the call volume on the handset	page 60
Changing the call volume on the base	page 64
Switching on Eco Mode / Eco Mode+	page 56
Recording an announcement for the answering machine (E500A only)	page 49

Please note

If you have any questions about using your phone, please read the tips on troubleshooting (→ page 67) or contact our Service team. Our technicians will be pleased to assist (→ page 66)!

Using the phone

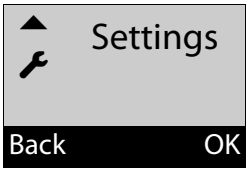
Menu guidance

Your telephone's functions are accessed via a menu consisting of several levels (menu overview → page 30).

Main menu (first menu level)

- When the handset is in idle status, press the display key **Menu** to open the main menu.

The functions in the main menu are shown by means of an icon and the function's name.



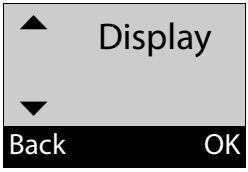
Selecting a function:

- You can scroll between functions using the control key. The selectable function is shown in the display.
- Press the display key **OK** to select the displayed function. This opens the corresponding submenu and the first entry is displayed.

If you press the display key **Back** or **briefly** press the end call key, the display returns to idle status.

Submenus

The functions in the submenu are indicated by name.



Selecting a function:

- You can scroll between functions using the control key. The relevant function is shown in the display.
- Press the display key **OK** to select the displayed function. This opens the corresponding submenu and the first entry is displayed.

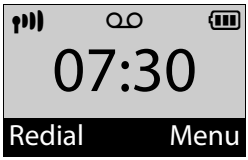
Briefly press the display key **Back** or the end call key to return to the previous menu level.

Any settings you have not confirmed by pressing the display keys **OK** or **Yes** are lost.

Reverting to idle status

From any point in the menu:

- Press and **hold** the end call key **or**
- Do not press any key: after 2 minutes, the display will **automatically** revert to idle status.



Using keys on the keypad

/ / etc.
Press the illustrated key on the handset.

Enter digits or letters.

Correcting incorrect entries

You can correct incorrect characters in the input fields by navigating to the incorrect entry using the control key. You can then:

- Use the display key **Delete** to delete the character to the left of the cursor
- Insert characters at the cursor position
- Overwrite the highlighted (flashing) character e.g., when entering time and date.

Activating/deactivating the handset

In idle status, press and **hold** the end call key (confirmation tone).

Activating/deactivating the keypad lock

The keypad lock prevents any inadvertent use of the phone.

In idle status, press and **hold** the hash key (confirmation tone). The keypad lock is activated or deactivated. If it is activated, the icon appears in the display.

If the keypad lock is activated, a corresponding message is displayed when you press a key.

The keypad lock deactivates automatically when you receive a call. It is reactivated when the call is finished.

Please note

The SOS key still works even if the keypad lock is activated.

Understanding the operating steps

An example of a procedure is as follows:

Menu ▸ ◯ **Settings** ▸ OK ▸ ◯ **System** ▸ OK ▸ ◯ **Eco Mode+** ▸ OK (☑ = on)

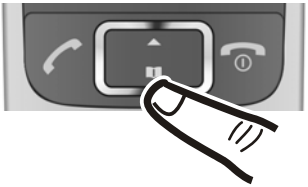
This means you should proceed as follows:

Please note

Scroll upwards if you wish to select one of the last entries in a menu level with numerous entries.

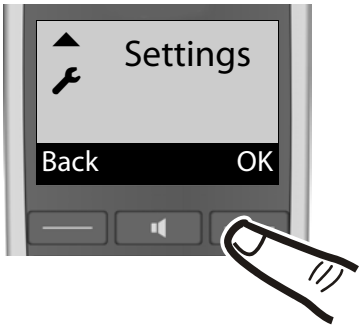
Menu:

Press the key below Menu on the display screen to open the main menu.



▸ ◯:

Press up or down on the control key until ...

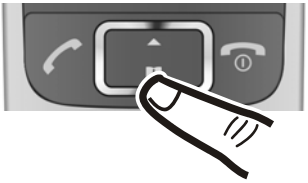


Settings:

... the menu entry **Settings** appears on the screen.

▸ OK:

Press the key below OK on the display screen to open the submenu.



▸ ◯:

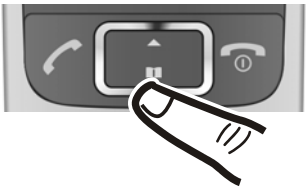
Press up or down on the control key until ...

System:

... the menu entry **System** appears on the screen.

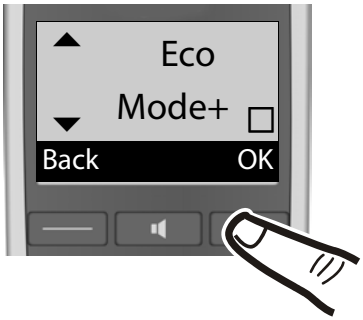
▸ OK:

Press the key below OK on the display screen to open the sub-menu.



▸ ⟲:

Press up or down on the control key until ...



Eco Mode+:

... the menu entry **Eco Mode+** appears on the screen.

▸ OK:

Press the key below OK on the display screen to switch the function on or off (☑ = on).

The change is effective immediately and does not need to be confirmed.

Press the key below Back on the display screen to jump back to the previous menu level

Or

Press and **hold** the end call key ⏻ to return to idle status.

Menu tree

If you press the Menu display key in idle status, a list appears with menu entries. You can scroll through the list by pressing .

- **Directory**
- **Missed Calls**
- **Alarm clock**
- **Answer Machine**
- **Settings**

Some of these menu entries contain submenus. The page numbers refer to the relevant description in the user guide.

Directory → page 36

Missed Calls → page 41

Alarm clock

Activation	→ page 57
Wake-up Time	→ page 57

Answer Machine

Play Messages	Network Mailbox **	→ page 54
	Answer Machine **	→ page 50
Answer Machine *	→ page 49	
Announcements *	Record Announce.	→ page 49
	Play Announce.	→ page 50
	Delete Announce.	→ page 50
Message Length *	Unlimited	→ page 52
	1 Minute	→ page 52
	2 Minutes	→ page 52
	3 Minutes	→ page 52

Ring Delay *	No delay	→ page 52
	10 sec.	→ page 52
	18 sec.	→ page 52
	30 sec.	→ page 52
	Auto	→ page 52
Call Screening *	Handset	→ page 52
	Base	→ page 52
Network Mailbox	→ page 54	
Set Key 1 *	Network Mailbox	→ page 54
	Answer Machine	→ page 50

* Base **with** answering machine only

** Only base **with** answering machine **and** number of network mailbox entered

Settings

Date/Time	→ page 22	
Audio/Visual Signals	Call Volume	→ page 60
	Ringer Volume	→ page 60
	Ringtones	→ page 61
	Advisory Tones	→ page 62
	Battery Low	→ page 62
	Base Audio Settings	→ page 64
	Base LED Signal	→ page 64
Display	Jumbo Font	→ page 59
	Contrast	→ page 60
Language	→ page 59	
Registering	Register Handset	→ page 57
	De-register Handset	→ page 58

Telephony	Auto Answer	→ page 60
	Listening In	→ page 59
	Preselect	→ page 44
	Music on Hold	→ page 62
System	Reset Handset	→ page 62
	Reset Base	→ page 64
	Repeater Mode	→ page 63
	Eco Mode	→ page 55
	Eco Mode+	→ page 55
	System PIN	→ page 63
Direct Dial Keys	→ page 38	
Emergency Function	Emergency Numbers	→ page 47
	Emergency Announce.	→ page 48
	Emerg. Call Mode	→ page 48

Making calls

When the display backlight is switched off, pressing any key will activate the backlight. The relevant key function is performed.

Making external calls and ending calls

External calls are calls using the public telephone network.

(Enter phone number) and press

- the talk key **or**
- the handsfree key

The number is dialled.

You can also **first** press

- the talk key **or**
- the handsfree key

[dial tone] and then enter the number.

To set the earpiece volume during a call, press the side key.

Ending a call/cancelling dialling: Press the end call key **or** place the handset in the base or charger.

Accepting a call

The handset indicates an incoming call in three ways: by ringing, by a display on the screen and by the flashing handsfree key.

You can accept the call **on the handset** by:

- Pressing the talk key.
- Pressing the handsfree key.
- Press the display key Accept.

You can accept the call **on the base** by pressing the handsfree key and calling from the base.

If the handset is in the base and the **Auto Answer** function is activated (→ page 60), the handset will accept a call automatically when you lift it out of the base.

To deactivate the ringer, press the Silence display key. You can accept the call as long as it is displayed on the screen.

Calling Line Identification

When you receive a call, the caller's number is displayed on the screen, if the following prerequisites are met.

- Your network provider supports CLIP, CLI.
  - CLI (Calling Line Identification): The caller's number is transmitted.
  - CLIP (Calling Line Identification Presentation): The caller's number is displayed.
- You have requested CLIP from your network provider.
- The caller has arranged CLI with the network provider.

Call display

When you receive a call, the phone number is shown in the display.

If the number of the caller is stored in your directory, the display is replaced by the corresponding directory entry.

The following is displayed in place of the number:

- **Extern. Call**, if no number is transmitted.
- **Withheld**, if the caller has withheld Calling Line Identification.
- **Unavailable**, if the caller has not arranged Calling Line Identification.

Please note

The ringer can be switched off for unknown calls (calls with Calling Line Identification withheld) (→ page 61).

Notes on calling line display (CLIP)

By default, the number of the caller is shown in the display of your Gigaset telephone. You do not have to make any other settings on your Gigaset telephone.

However, if the caller's number is not displayed, this can be due to the following:

- You have not ordered CLIP from your network provider or
- Your telephone is connected via a PABX or a router with an integrated PABX (gateway) that does not transmit all information.

Is your telephone connected via a PABX/gateway?

You can establish this by checking for an additional device connected between your telephone and house connection, e.g., a PABX, gateway etc. In most cases, simply resetting this device will remedy the situation:

- Briefly disconnect the mains plug of your PABX. Re-insert the plug and wait for the device to restart.

If the caller number is still not displayed:

- Check the CLIP settings of your PABX and activate this function if necessary. In the user guide for the device, search for the term "CLIP" (or an alternative term such as "calling line identification", "phone number transmission", "caller ID", etc.). If necessary, contact the device manufacturer.

If this does not resolve the problem, it is possible that your network provider does not provide the CLIP service for this number.

Have you ordered the calling line display service from your network provider?

- Check whether your provider supports calling line display (CLIP) and that the function has been activated for you. If necessary, contact your provider.

Additional information on this subject can be found on the Gigaset homepage at:
www.gigaset.com/service

Handsfree operation

In handsfree mode, you activate the loudspeaker so that you can hear the caller without having to hold the handset to your ear. You therefore have both hands free and other people can listen in on the conversation.

Please note

Inform your caller before you use the handsfree function so that the caller knows a third party may be listening.

Activating/deactivating handsfree mode

Activating while dialling

Enter the number and press the handsfree key.

Switching between earpiece and handsfree mode

Press the handsfree key.

During a call and when listening to the answering machine (Gigaset E500A only), activate or deactivate handsfree mode.

If you wish to place the handset in the charger during a call:

- Press and hold the handsfree key while placing the handset in the charger and for a further 2 seconds. Otherwise, the call is cancelled.
- For instructions on adjusting the handsfree volume (→ page 60).

Please note

If you have a headset connected, you can switch between the headset and handsfree mode.

Muting

You can deactivate your handset's microphone during a call.

Mute — Press the display key to mute the handset.

On — Press the display key to reactivate the microphone.

Please note

A connected headset will also be muted.

Using the directory, direct dialling keys and lists

The telephone offers a directory, direct dialling keys, redial list, answering machine list, network mailbox list and missed calls list.

You can save up to 150 entries in the directory.

You can create a personalised directory for your own individual handset. You can copy all of the entries or individual entries to other handsets (→ page 37). It is also possible to copy entries from old handsets providing they are registered to your (new) base.

Directory

You can store numbers and the associated names in the **directory**. In idle status, open the directory using the 📖 key or via the menu:

Menu ▸ **Directory** ▸ OK

Please note

This user guide always shows the directory being opened using the 📖 key.

Length of an entry

Number: max. 22 digits

Name: max. 16 characters

Storing the first number in the directory

📖 ▸ **New entry?** ▸ OK
▸ (Enter number) ▸ OK
▸ (Enter name) ▸ OK

Storing further numbers in the directory

📖 ▸ Menu
▸ ▲▼ **New Entry** ▸ OK
▸ (Enter number) ▸ OK
▸ (Enter name) ▸ OK

Please note

Refer to the character set chart to see how to enter names (→ page 73).

Order of directory entries

The directory entries are sorted in alphabetical order. Spaces and digits take first priority. The sort order is as follows:

1. Space
2. Digits (0–9)
3. Letters (alphabetical)
4. Other characters

To get round the alphabetical order of the entries, insert a space or a digit in front of the name. These entries will then move to the beginning of the directory.

Selecting a directory entry

Open the directory.

You have the following options:

- Use to scroll through the entries until the required name is selected.
- Enter the first character of the name, if necessary scroll to the entry with the key.

Dialling with the directory

▸ (Select entry) ▸

Managing directory entries

Select an entry.

Editing entries

Menu ▸ **Edit Entry** ▸ OK ▸ (Change number if required) ▸ OK ▸ (Change name if required) ▸ OK

Using other functions

The following functions can be selected with Menu ▸ :

Show Number
Show number.

Use Number
Edit or add to a stored number. Then dial or select other functions with Menu.

Delete Entry
Delete selected entry.

Send Entry
Send a single entry to another handset (→ page 37).

Delete List
Delete **all** directory entries.

Send List
Send the complete list to another handset (→ page 37).

Sending the directory to another handset

You can transfer directory entries from other handsets to your new handset – even entries from old handsets.

Prerequisites:

- The sending and receiving handsets must both be registered to the same base.
- The other handset and the base can send and receive directory entries.

▸ (Select entry) ▸ Menu ▸ **Send Entry** / **Send List** ▸ OK ▸ (select the internal number of the receiving handset) ▸ OK

A successful transfer is confirmed by a message and confirmation tone on the receiving handset.

Adding a displayed number to the directory

You can copy numbers displayed in a list, e.g., the call list or redial list, to the directory.

A number is displayed.

Menu ▸ **Copy to Directory** ▸ OK

▸ Complete the entry (→ page 36).

The message playback is interrupted during the number transfer from the answering machine list.

Direct dialling keys [I] to [IV]

You can save important phone numbers that you call often to the four **direct dialling keys**. You can assign an **external phone number** or the **internal call** function (→ page 39) to each direct dialling key.

To dial these saved numbers, press the relevant direct dialling key [I] to [IV] on the handset or on the base (Gigaset E500A only).

You can also assign the emergency function to **direct dialling key** [I] (→ page 45).

Assigning a function to direct dialling keys

Prerequisite: The direct dialling key in question has not already been assigned a function.

- In idle status, press the direct dialling key ([I] to [IV]) on the handset to which you wish to assign a function.

Select the relevant function using [◁▷]:

Label with Ext. No.

Enter an external phone number directly.

- Enter the number and press OK.
- Enter the name and press OK.

Label with Internal Call

(See "Setting up an internal call" on page 39.)

Label with Call All Int.

(See "Setting up an internal call" on page 39.)

Label with Dir. Number

Label the key with a number from the directory.

The directory is opened. Select a number and press OK.

The labelling of the direct dialling keys applies to the handset and the base (Gigaset E500A only).

Changing the function of the direct dialling keys

Menu ▸ [◁▷] **Settings** ▸ OK ▸ [◁▷] **Direct Dial Keys** ▸ OK ▸ [◁▷] Select direct dialling key (**I** to **IV**)

The current labelling is displayed after the key number, e.g.,

I: <no entry>

i.e., the [I] key is not currently labelled or

IV: Call INT

i.e., the [IV] key is labelled with the **internal call** function.

You can now change the labelling.

Select a function with Menu ▸ [◁▷]. Not all functions may be available, depending on the current labelling.

Emergency Function (key [I] only)

Label the key with the emergency function (→ page 47).

Delete Entry

Delete current key labelling.

Edit Entry

Change phone number and/or name.

Label with Dir. Number
Label the key with a number from the directory.

Label with Internal Call
(see example using [II] key "Making an internal call", page 39)

Label with Call All Int.
(see example using [III] key "Making an internal call", page 39)

To save an external phone number to a key that is already labelled with the **internal call** function, you must first delete the existing entry.

Making internal calls

Internal calls are free calls between handsets that you have registered to the same base or calls between a handset and the base (Gigaset E500A only).

Prerequisite: Before you can use this function you must label one of the direct dialling keys ([I] to [IV]) with the **internal call** function.

Setting up an internal call

Prerequisite: The relevant direct dialling key has not already been assigned a function.

Example: Set up key [II] for making an **internal call to a selected number**.
[II] ▸ [◂▸] **Label with Internal Call** ▸ OK

Example: Set up key [III] for making an **internal call to all registered handsets**.
[III] ▸ [◂▸] **Label with Call All Int.** ▸ OK

The internal call is set up for keys [II] and [III].

If you need to change the label of a direct dialling key ➜ page 38.

Making an internal call

To make the internal call, press the key on the handset or on the base (Gigaset E500A only) that is labelled with the internal call while the phone is in idle status.

Making an internal call from the base

All handsets are called immediately, whichever internal call key you press (example: key [II] or key [III]).

Making an internal call from a handset

Example: Press key [II].

The list of handsets is opened. You can scroll through the list. Your own handset is indicated by <.

[◂▸] Select **Call All INT** and press OK **or**

[◂▸] Select an individual handset and press the talk key [↷].

The selected handset or all of the handsets are called.

Example: Press key [III].

All handsets are called immediately.

Please note

If no-one answers, the handset or the base switches to idle status after 3 minutes.

Accepting an internal call

Your telephone rings and the internal number of the caller (e.g., **INT 2**) or the assigned name appears in the display. If the call comes from the base, **INT 0** is displayed.

Press the talk or handsfree key / on the handset to accept the call.

Ending a call

Press the end call key on the handset **or the handsfree key** on the base.

Transferring a call to another handset/internal consultation

You are in conversation with an **external** participant.

- Press the direct dialling key (I to IV) that is programmed for the internal call. (If you press the display key Back during the internal call you will be connected again to the external participant.)

When an internal participant answers:

- **To transfer** the call to the internal participant, press the end call key on the handset or the handsfree key on the base.
- **The internal participant must press the end call key** to terminate the consultation call. You are reconnected with the external participant.

Please note

You can also press the end call key **before** connecting the internal participant. If the internal participant does not answer, or their phone is in use, the call will automatically return to you.

Accepting a waiting call

If you receive an **external** call while conducting an **internal** call, you will hear the call waiting tone (short beep). The caller's number will appear in the display if phone number identification is enabled.

- Press the end call key on the handset or the handsfree key on the base to end the internal call.
- Press the talk key on the handset or the handsfree key on the base to accept the external call.

Using the redial list

The redial list contains the ten numbers last dialled with the handset (max. 22 digits). If one of the numbers is in the directory, the corresponding name will be displayed.

Dialling from the redial list

Redial	Press the display key.
	Select an entry.
	Press the talk key. The number is dialled.

Managing entries in the redial list

Redial Press the display key.

Select an entry.

Menu Press the display key.

The following functions can be selected with :

Use Number (as in the directory, page 37)

Copy to Directory (as in the directory, page 37)

Delete Entry (as in the directory, page 37)

Delete List (as in the directory, page 37)

Answering machine list (Gigaset E500A only)

The answering machine list contains all the calls recorded by the answering machine. You can use the list to listen to messages on the answering machine (→ page 50).

Network mailbox list

You can use this list to listen to messages on the network mailbox (→ page 54).

Missed calls list

Prerequisite: CLIP (→ page 33)

Your telephone saves the last 20 missed calls.

Opening the missed calls list

- To open the list from the menu:
  Menu ▸ **Missed Calls** ▸ OK
- If there are **new entries** in the list, you can go straight to the list by pressing:
  ▸ **Missed Calls:**
  (see also → page 42)
  The list is displayed as follows:

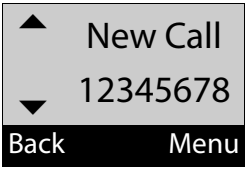
Number of new messages + number of old, read messages.

OK Press the display key to open the list.

The last missed call is displayed as the first entry.

List entry

Example of a list entry:



- Status of entry
  New Call: New missed call.
  Old Call: Entry already read.
- Number of caller
  You can add the number of the caller to the directory (→ page 37).

Use the Menu display key to select the following options:

Delete Entry
Delete selected entry.

Copy to Directory
Copy the caller's number to the directory.

Date and Time
Display date and time of the call.

Show Number
Display caller's phone number.

Delete List
Delete all entries in the list.

After exiting the list, all entries are assigned the status "old".

Dialling from the missed calls list

Open list (→ page 41).

Select an entry.

Press the talk key. The number is dialled.

Deleting all entries

Caution! All **old and new** entries will be deleted.

Menu ▸ **Missed Calls** ▸ OK
▸ **Missed Calls:** ▸ OK ▸ Menu
▸ **Delete List** ▸ OK

Press and **hold** (idle status).

Calling up lists with new messages

If there are **new messages** in a list, use the display key to call up:

- The answering machine list
- The network mailbox (if your network provider supports this function and the number of the network mailbox has been entered, page 54)
- The missed calls list

An advisory tone sounds as soon as a **new entry** arrives in a list. In **idle status**, the display shows an icon for the new message:

Icon	New message...
	... in answering machine list (Gigaset E500A only) or on the network mailbox
	... in the list of **Missed Calls**

The number of **new** entries is displayed under the corresponding icon.

Press the display key and select the required list.

The display key is hidden when a list is exited. However, you can still access the lists. To do this, refer to the following sections:

- Listening to messages on the network mailbox (→ page 54)
- Listening to messages on the answering machine (→ page 50)
- Opening the missed calls list (→ page 41)

When new messages arrive the display key is shown again.

Please note

New calls on the network mailbox are only displayed correctly if your network provider transmits this information (see user guide for your provider's network mailbox).

Automatic network provider preselection

You can store a call-by-call number (preselection number), which is **automatically** placed in front of numbers when you dial them. If, for example, you wish to make international calls via special network providers, you can save the relevant dialling code here.

In the "**With Preselect**" list, specify the dialling codes or the first digits of the dialling codes that you wish to assign to the preselection number.

In the "**Without Preselect**" list, enter any exceptions to the "**With Preselect**" list.

Example:

Preselect Number	0999
With Preselect	08
Without Preselect	081 084

All numbers that start with 08, except for 081 and 084, are dialled with the preselection number 0999.

Phone number		Dialled number
07112345678	▸	07112345678
08912345678	▸	**0999** 08912345678
08412345678	▸	08412345678

Storing preselection numbers

Menu ▸ Settings ▸ OK
▸ Telephony ▸ OK
▸ Preselect ▸ OK
▸ Preselect Number ▸ OK

Enter or edit preselection number (call-by-call number).

OK Press the display key. The entry is stored.

Press and **hold** (idle status).

Saving or editing entries in the preselection lists

Each of the two lists can contain 11 entries with 4 digits.

▸ Depending on the country, numbers may be preset in the "With Preselect" list. This means e.g., that all national calls or calls to the mobile network are **automatically** linked to the preselection number you have saved previously.

Menu ▸ Settings ▸ OK
▸ Telephony ▸ OK
▸ Preselect ▸ OK
▸ With Preselect / Without Preselect ▸ OK

Select an entry and press OK.

Enter or edit first digits of number.

OK Press the display key. The entry is stored.

Press and **hold** (idle status).

Temporarily cancelling preselection

(**press** and **hold**) ▸ Menu
▸ Preselect off ▸ OK

Permanently deactivating preselection

▸ Delete the preselection number with Delete and press OK.

Emergency function – direct dialling key [I]

Your Gigaset E500A is equipped with four additional keys ([I]-[IV]) on the base and handset. Only the **direct dialling key** [I] can be labelled with a special emergency function ("SOS key"). You can use this to ask friends or neighbours for help in an emergency.

Please note

When the emergency function is activated, the SOS key on the handset and base is permanently illuminated!

How the procedure works

▸ You trigger the emergency call on the **base** or **handset** by pressing the direct dialling key [I].

The recipient of your emergency call hears an SOS announcement consisting of two or three parts.

- Text part 1 (default): *"This is an emergency call"*
- Text part 2 (only if you have recorded a personal SOS announcement).
- Text part 3 (default): *"To accept the call please press key 5"*

If the called party now presses key 5, you can talk to one another.

If the called party does not take the call, **the emergency function automatically dials the next emergency number after 60 seconds** (if more than one number is saved). In addition, the emergency function automatically switches to the next emergency number in the following situations:

- The answering machine for the selected emergency number is switched on
- The emergency number is busy
- The emergency call recipient's phone is not set to "tone dialling".

This sequence is repeated up to a maximum of three times. If none of the calls is accepted, the emergency function concludes with an error tone.

Please note

If you **trigger an emergency call accidentally**, you can cancel it by pressing the end call key [⏻].

Please note

- During the entire procedure, all SOS keys flash on all registered handsets and on the base. The message *"Sending emergency call"* is output on the handset that triggered the emergency call.
- If an internal call is also programmed (→ page 38), the emergency call can also be answered by an internal party. The text *"Emergency call"* is output on all registered handsets and the base.
- If you have activated **Eco Mode+** (→ page 55), the radio connection to the base will not be displayed on the handset. The SOS key [1] will continue to be illuminated even if there is no longer a radio connection. Press the talk key [ ] to check that the base can be reached. You hear the ringing tone if the base can be reached.
- You are advised to perform a test run to ensure that the emergency function is set up correctly. The police, rescue services or fire brigade must not be used for a test run.
- Please note that the standby time of the handset will be reduced when the emergency function is activated.

!	Recipients of the emergency call must have set their telephones to tone dialling otherwise pressing 5 to confirm the emergency call will not be recognised.

Setting up the emergency function

In order to use the function you will need to:

- Save the emergency numbers
- Activate the emergency function

As an option you can also record a personal SOS announcement (e.g., name and address).

Setting up the emergency function for the first time

Prerequisite: No emergency numbers have yet been saved.

Warning

If you have already assigned the 1 key for direct dialling, you will first need to delete this number (→ page 37). You can then save the emergency number(s) on the direct dialling key 1.

- In idle status, press the direct dialling key 1 on the handset.
- Activate the emergency function: **Emerg. Call Mode** ▸ OK (☑= on)

You will be informed that no emergency number has yet been saved. The input field for the first emergency number opens.

- Enter the first emergency number and press OK.
- Enter the relevant name and press OK.

You have the option of entering a further three numbers and also directing the emergency call to one or all internal numbers:

Further number?

Press Yes to enter further emergency numbers.

Activate internal call?

Press Yes if, in addition to the saved numbers, you wish to call all registered handsets when you press the SOS key.

Record own name & addr.

Press Yes to record an announcement (e.g., name and address) that will be announced automatically to the called party after you press the SOS key. The announcement is repeated for you to check.

The display shows **Saved**. Press and **hold** the end call key ⏻ to return to idle status.

The emergency function has now been set up and will be activated automatically.

Changing emergency numbers

Menu ▸ ◯ **Settings** ▸ OK
▸ ◯ **Emergency Function** ▸ OK
▸ ◯ **Emergency Numbers** ▸ OK
▸ ◯ (select entry 1 to 4)
▸ Menu ▸ ◯ **Edit Entry** ▸ OK

Enter number and name as described above.

Deleting emergency numbers

Menu ▸ ◯ **Settings** ▸ OK
▸ ◯ **Emergency Function** ▸ OK
▸ ◯ **Emergency Numbers** ▸ OK
▸ ◯ (select entry 1 to 4)
▸ Menu ▸ ◯ **Delete Entry** ▸ OK

The entry is deleted.

Activating/deactivating an internal emergency call

Menu ▸ Settings ▸ OK
▸ Emergency Function ▸ OK
▸ Emergency Numbers ▸ OK
▸ Activate INT call
▸ OK (☑= on)

The function is activated.

Press OK again to deactivate the function.

If your phone is connected to a PABX, you may have to enter the access code (outside line code) as the first digit of your entry (see the user guide for your PABX).

Please note

Refer to the character set chart to see how to enter text correctly (→ page 73).

Recording/changing a personal SOS announcement

Menu ▸ Settings ▸ OK
▸ Emergency Function ▸ OK
▸ Emergency Announce.
▸ OK

Select the relevant function using :

Record Announce.

Press OK to record an announcement (e.g., name and address) that will be announced automatically to the called party after you press the SOS key. The announcement is repeated for you to check. You can record the announcement again if necessary.

Play Announce.

You will hear the default announcement or, if you have recorded one, your additional personal SOS announcement.

Delete Announce.

Your additional personal SOS announcement is deleted. Only the default announcement will be used.

Activating and deactivating the emergency function

Menu ▸ Settings ▸ OK
▸ Emergency Function ▸ OK
▸ Emerg. Call Mode
▸ OK (☑= on)

Please note

You are advised to test the emergency function once it has been set up.

Making an emergency call

Prerequisite: At least one emergency number must be saved (→ page 47) and the emergency function activated (→ page 48).

Press the direct dialling key 1 on the handset or base; the device **dials immediately**.

Please note

- The saved emergency numbers apply to both the Gigaset E500H handsets and the base.
- The SOS key still works even if the keypad lock is activated.

Operating the answering machine

You can operate the (integrated) answering machine

- Via **the handset or**
- Via the **keys on the base**.

You will find information on operating the answering machine via the keys on the base on page 4 and page 5.

The following sections describe operation via the handset.

Activating/deactivating the answering machine

Menu ▸ Answer Machine ▸ OK ▸ Answer Machine ▸ OK (☑ = on)

When the answering machine is switched on, the remaining memory time is announced. The ⌘ icon appears in the display. The display lights up on the base.

The answering machine uses a default announcement. However, you can also record a personal announcement of your own.

Please note

If the memory is full, **99** will flash rapidly in the display on the base.

Recording a personal announcement

Menu ▸ Answer Machine ▸ OK ▸ Announcements ▸ OK ▸ Record Announce. ▸ OK

Confirm the prompt with OK.

You will hear a short tone.

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

Just as if making a call via the receiver, place the telephone against your ear and speak into the microphone at a normal volume.

Cancel recording with ☎ or Back. Restart the recording with OK.

OK Press the display key to end the recording.

After recording, the announcement is played back for you to check.

Please note

- Your recording is ended automatically:
  - If the maximum message length of 170 seconds is reached or
  - If there is a pause lasting for longer than 2 seconds.
- If you cancel the recording, the default announcement is used.
- The recording is cancelled if the answering machine memory is full.

Playing back an announcement

Menu ▸ Answer Machine ▸ OK
▸ Announcements ▸ OK
▸ Play Announce. ▸ OK

You will hear the default announcement if you have not recorded one of your own.

Deleting your personal announcement

Menu ▸ Answer Machine ▸ OK
▸ Announcements ▸ OK
▸ Delete Announce. ▸ OK

The default announcement is used again after a personal announcement is deleted.

Playing back messages

There are three ways to start playing back messages on the answering machine.

- Start message playback via the **Answer Machine** menu:

  Menu ▸ Answer Machine
  ▸ OK ▸ Play Messages ▸ OK

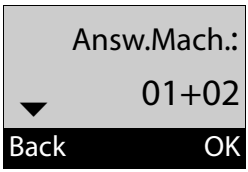
  If you have entered a number for the network mailbox you still need to select the answering machine:

  ▸ Answer Machine ▸ OK

- If there are **new messages**, start message playback via the answering machine list:

  ✉ ▸ Answ.Mach.:
  (see also ➔ page 42)

  The list is displayed as follows:

  Number of new messages + number of old, played back messages.

  OK Press the display key to open the list.

- Fast access to the answering machine:

  To access the answering machine, simply **press and hold** the 1 key – you do not have to select it via the menu.

  The integrated answering machine has already been preset at the factory. However, if you have set the network mailbox for fast access (➔ page 55), you can change this setting.

  Menu ▸ Answer Machine
  ▸ OK ▸ Set Key 1 ▸ OK
  ▸ Answer Machine ▸ OK

  The setting for fast access applies to all registered handsets.

If you have new messages, playback will start with the first new message, otherwise with the first old message. The loudspeaker on the handset switches on **automatically**.
To switch it off, press the handsfree key.

The date and time of each message is logged (provided this has been set, page 22). If the phone number was transmitted, the caller's number is displayed. If the caller's number is stored in the directory, the name from the directory will be displayed.

Stopping and controlling playback

During message playback:

2 abc Pause playback. Press 2 abc again to resume.

Go to the start of the current message.

2 x Go to previous message.

Go to next message.

2 x Go to next-but-one message.

If playback is interrupted for over a minute, the answering machine returns to idle status.

Deleting an individual message

During playback:

Delete Press the display key.

Additional functions during message playback

Menu Press the display key. Playback stops.

Select the relevant function using :

Continue

Continue message playback.

Date and Time

Display date and time the message was received.

Copy to Directory

Copy the caller's number to the directory.

Show Number

If required, show the number that goes with the name.

Delete All

Delete **all old** messages.

Accepting a call from the answering machine

You can accept a call while the answering machine is recording it.

/ Press the talk or handsfree key.

Please note

If the handset is in the base/charger and the **Auto Answer** function is activated (→ page 60), the handset automatically answers the call when you remove it from the base/charger.

Recording stops and you can speak to the caller.

If three seconds of the call have already been recorded when you pick it up, the call will be displayed as a new message.

Activating/deactivating call screening

While the caller is leaving a message on the answering machine, you can listen in via the loudspeaker on the base or handset.

Permanently activating/ deactivating call screening

Menu ▸ ◁▷ **Answer Machine** ▸ OK
▸ ◁▷ **Call Screening** ▸ OK
▸ ◁▷ **Handset** / **Base**
▸ OK (☑= on)

Call screening can be simultaneously activated on the base and handset.

Deactivating call screening on the handset for the current recording

☎ Press the end call key. The loudspeaker on the handset is deactivated.

Setting up the answering machine

The answering machine has already been preset at the factory. You can configure individual settings via the handset.

Setting up ring delay

You can set the amount of time that elapses before the answering machine is to accept a call.

Menu ▸ ◁▷ **Answer Machine** ▸ OK
▸ ◁▷ **Ring Delay** ▸ OK

◁▷ **No delay** / **10 sec.** / **18 sec.** / **30 sec.** / **Auto**
Select and press OK (☑= on).

With **Auto** the ring delay is as follows:

- If there are no new messages, the answering machine answers a call after **18 seconds**.
- If new messages are present, the answering machine answers a call after **10 seconds**.

Setting the message length

You can set a maximum message length.

The options are: **1 Minute**, **2 Minutes**, **3 Minutes** or **Unlimited**.

Menu ▸ ◁▷ **Answer Machine** ▸ OK
▸ ◁▷ **Message Length** ▸ OK
▸ Select the message length
▸ OK (☑= on)

Operating when on the move (remote operation)

You can check your answering machine from any other telephone (hotel, pay phone etc.).

Prerequisites:

- You have set a system PIN other than 0000 (→ page 63).
- The phone you are using for remote operation has tone dialling (DTMF) i.e., you hear different tones when you press the keys. Alternatively, you can use a code transmitter (available from retailers).

Calling the answering machine and playing messages

Dial your own number.

9 When you hear your announcement, press 9 and enter the system PIN.

You are informed whether any new messages have been recorded. The messages are now played back. You can now operate the answering machine with the keypad.

Please note

The connection is terminated:

- When an incorrect system PIN is entered
- After playing back the message(s)

Operating the answering machine via the keypad

The following keys are used for operation:

1 **During the number/date/time announcement:** Skip to the start of the previous message. **During the message playback:** Skip to the start of the current message.

2 Stop playback. Press again to resume.

3 Go to the next message.

0 Delete current message.

Number codes for operation:

1	2	3
Previous	Stop/cont.	Next
4	5	6
7	8	9
		Enter
*	0	#
	Delete	

Using the network mailbox

The network mailbox is the answering machine in your provider's telephone network. More information is available from your provider.

You cannot use the network mailbox unless you have **requested** it from your provider.

Entering network mailbox number

In order to use the network mailbox quickly and easily via the network mailbox list and to use fast access, you will need to enter the number in your phone.

Menu ▸ **Answer Machine** ▸ OK ▸ **Network Mailbox** ▸ OK

Enter the network mailbox number and press OK.

Accepting a new message from the network mailbox

When a message is recorded, you receive a call from the network mailbox. If you have requested Calling Line Identification, the display shows the network mailbox number. If you accept the call, the new messages are played back. If you do not accept the call, the network mailbox number is saved in the **missed calls list** (→ page 41).

Please note

Enter the network mailbox phone number into your directory along with the designation "Net AM"; the display and the call list will then show this designation.

Playing back messages

There are three ways to call the network mailbox.

- Call the network mailbox via the **Answer Machine** menu:

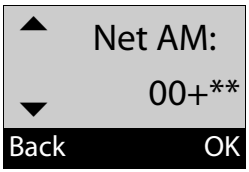
  Menu ▸ **Answer Machine** ▸ OK ▸ **Play Messages** ▸ OK ▸ **Network Mailbox** ▸ OK

- If there are **new messages**, access the network mailbox via the network mailbox list:

  ✉ ▸ **Net AM:**

  (see also → page 42)

The list is displayed as follows:



00: The number of new messages is only displayed correctly if your network provider transmits this information.

******: The number of old messages is not available.

OK Press the display key to call up the network mailbox.

- Fast access to the network mailbox:

  To access the network mailbox, simply **press and hold** the 1 key – you do not have to select it via the menu.

  Gigaset E500: The network mailbox is preconfigured for fast access.

  Gigaset E500A: The integrated answering machine is preconfigured for fast access. You can switch to the network mailbox.

  Menu ▸ **Answer Machine** ▸ OK ▸ **Set Key 1** ▸ OK ▸ **Answer Machine** ▸ OK (☑= selected)

  The setting for fast access applies to all handsets.

ECO DECT

You are helping to protect the environment with your Gigaset.

Reduced energy consumption

Your telephone has a power-saving adapter plug and uses <0.5 W when in idle status and when the batteries are not being charged.

Reducing radiation

The radiation from your telephone is reduced **automatically**:

- **Handset**: The closer the handset is to the base, the lower the radiation.
- **Base:** The radiation is reduced to virtually zero when only one handset is registered and the handset is placed in the base.

You can reduce the radiation from the handset and the base even more by using **Eco Mode**:

- **Eco Mode**
  Reduces the radiation of the base and handset by 80% – whether you are making a call or not. **Eco Mode** reduces the range of the base by approx. 50%. Using **Eco Mode** always makes sense when a reduced range is sufficient.

Switching off radiation

- **Eco Mode+**
  When you activate **Eco Mode+** the radiation (DECT transmission power) of base and handset is switched off automatically and only turns on when calls are made.
  This is also true when multiple handsets are used, provided the handsets support **Eco Mode+.**

Eco Mode / Eco Mode+ can be activated/deactivated independently of one another and can also be used with multiple handsets. The handset need not be placed in the base.

Activating/deactivating Eco Mode/ Eco Mode+:

Menu ▸ **Settings** ▸ OK
▸ **System** ▸ OK
▸ **Eco Mode / Eco Mode+**

OK Press the display key (☑ = on).

Status displays

Display icon	
(flashes)	Reception strength: – Good to poor – No reception
	Eco Mode+ enabled (displays instead of the reception strength icon when in idle status)

Please note

- When using **Eco Mode+** you can ensure that the range of the base is sufficient by pressing the talk key. You hear the dial tone if the base can be reached.
- When **Eco Mode+** is enabled:
  – Call setup is delayed by approx. 2 seconds.
  – Handset standby time is reduced by approx. 50%.
- Registering handsets that do not support **Eco Mode+** causes the mode to be deactivated on the base and all other handsets.
- Activating **Eco Mode** reduces the range of the base.
- **Eco Mode / Eco Mode+** and repeater support (→ page 63) cancel each other out i.e., if you use a repeater you cannot use **Eco Mode** or **Eco Mode+**.

Using the handset as an alarm clock

Activating/deactivating the alarm clock

Requirement:
The time is set (→ page 22).

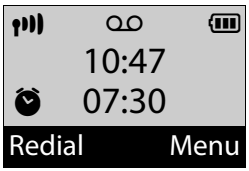
Menu ▸ **Alarm clock** ▸ OK
▸ **Activation** ▸ OK (☑= on)

After you activate the alarm clock, the menu for setting the wakeup time opens automatically.

Setting the wakeup time

Menu ▸ **Alarm clock** ▸ OK
▸ **Wake-up Time** ▸ OK
▸ Enter wakeup time ▸ OK

If the alarm clock is activated, you will see the icon in the display and the wakeup time after it.



When the alarm clock rings…

Press the display key Off or any key to deactivate the alarm clock for 24 hours.

If you do not press any key, the alarm clock switches off after one minute.

Using multiple handsets

Registering handsets

You can register up to four handsets on the base.

Registering a Gigaset handset manually on the Gigaset E500/ E500A

You must register the handset manually on both the handset (1) and the base (2).

After it has registered, the handset returns to idle status. The internal number of the handset appears in the display, e.g., **INT 1**.

The registration process is cancelled after 60 seconds. If the handset has not registered within this time, repeat the process.

1) On the handset

Menu ▸ **Settings** ▸ OK
▸ **Registering** ▸ OK
▸ **Register Handset** ▸ OK
▸ Enter the base system PIN (default setting: 0000) ▸ OK

2) On the base

▸ Within 60 seconds, press and **hold** the registration/paging key on the base (→ page 4) for approx. 3 seconds.

Registering other handsets

You can register other Gigaset handsets and handsets for other devices with GAP functionality as follows.

1) On the handset

- Start to register the handset as described in its user guide.

2) On the base

- Press and **hold** the registration/paging key on the base (→ page 4) for approx. 3 seconds.

De-registering handsets

You can de-register all other registered handsets from each of the registered Gigaset E500H handsets.

Menu ▸ **Settings** ▸ OK
▸ **Registering** ▸ OK
▸ **De-register Handset** ▸ OK

Select the internal party(ies) you wish to de-register and press OK. (The handset you are currently using is indicated by <.)

Enter the current system PIN and press OK.

Yes Press the display key.

Locating a handset ("Paging")

You can locate your handset using the base.

- **Briefly** press the registration/paging key on the base (→ page 4).
- All handsets will ring at the same time ("paging"), even if the ringers are switched off.

Ending paging

Briefly press the registration/paging key on the base (→ page 4) or press the talk key on the handset.

Changing the name of a handset

The names "INT 1", "INT 2" etc. are assigned automatically on registration. You can change these names. The name must be no more than 6 characters. The changed name is displayed in every handset's list.

Prerequisite: One of the direct dialling keys must be programmed for making an **internal call to a selected number** (→ page 38).

With the handset in idle status, press the direct dialling key (I to IV) that is programmed for making an **internal call to a selected number**. The list of handsets opens. Your own handset is indicated by <.

Select handset.

Name ▸ (Enter name) ▸ OK

Listening in to an external call

You want to listen in to an existing external call.

Prerequisite: The **Listening In** function must be activated.

Activating/deactivating the function:

Menu ▸ ◁▷ **Settings** ▸ OK
▸ ◁▷ **Telephony** ▸ OK
▸ ◁▷ **Listening In** ▸ OK (☑= on)

Listening in to the call:

Press the talk key ↶ on the handset. All participants hear a signal tone. **Conf. Call** is shown on the handset display.

Ending listening in:

Press the end call key ⏻ on the handset; all participants hear a signal tone.

If the **first** internal participant presses the end call key ⏻, the handset that has "listened in" remains connected to the external participant.

Handset settings

You can change the settings on your handset to suit your individual requirements.

Changing the display language

You can view the display texts in different languages.

Menu ▸ ◁▷ **Settings** ▸ OK
▸ ◁▷ **Language** ▸ OK
▸ ◁▷ (Select language) ▸ OK

The current language is indicated by ☑.

If you accidentally choose a language you do not understand:

Menu ▸ 5 jkl 4 ghi
▸ ◁▷ (Select language) ▸ OK

Setting jumbo font

You can improve the legibility of the digits when you dial. Bigger digits are displayed and only appear in one line instead of two.

Menu ▸ ◁▷ **Settings** ▸ OK
▸ ◁▷ **Display** ▸ OK
▸ ◁▷ **Jumbo Font** ▸ OK (☑= on).

Please note

When this function is deactivated, both the time and the internal name of the handset are shown in the idle display.

Changing the display contrast

You can set the display contrast to 9 levels.

Menu ▸ Settings ▸ OK
▸ Display ▸ OK
▸ Contrast ▸ OK

Set the contrast and press OK.

Auto answer

When this function is activated, when a call arrives you can simply lift the handset out of the base without having to press the talk key.

Menu ▸ Settings ▸ OK
▸ Telephony ▸ OK
▸ Auto Answer
▸ OK (☑= on)

Changing the call volume

You can set the handsfree volume and the earpiece volume to five different levels (1–5; e.g., volume 3 = ▂▄▆).

Menu ▸ Settings ▸ OK
▸ Audio/Visual Signals ▸ OK
▸ Call Volume ▸ OK
▸ Earpiece Volume / Handsfree Volume ▸ OK

Adjust the volume and press OK.

Setting the volume during a call:

Press **up (louder)** or **down (quieter)** on the side keys (→ page 3).
The setting is saved automatically after 3 seconds.

Changing ringers

- Volume:
  Five volume levels (1–5; e.g., volume 3 = ▂▄▆) and "Off" (volume 0 = 🔕 ▂▄▆).
- Melody:
  List of pre-loaded ringer melodies. The first three melodies are the "classic" ringtones.

You can also set different ringer melodies for the following functions:

- **External Calls**
- **Internal Calls**
- **Alarm Clock**

For further information on setting the ringers for the base, → page 64.

Setting the ringer volume

The ringer volume is the same for all types of ring.

Menu ▸ Settings ▸ OK
▸ Audio/Visual Signals ▸ OK
▸ Ringer Volume ▸ OK
▸ (Set the volume) ▸ OK

Setting the volume while the ringer is ringing:

Press **up (louder)** or **down (quieter)** on the side key (→ page 3).
The setting is saved automatically after 3 seconds.

Setting the ringer melody

Set different ringer melodies for external calls, internal calls and the alarm clock.

For external calls you can also specify that your phone should not ring at certain times or if a call is from an unknown caller.

For internal calls and the alarm clock

Menu ▸ ◯ **Settings** ▸ OK
▸ ◯ **Audio/Visual Signals** ▸ OK
▸ ◯ **Ringtones** ▸ OK
▸ ◯ **Internal Calls** /
Alarm Clock ▸ OK
▸ ◯ (Select melody)
▸ OK (☑= selected)

For external calls:

Menu ▸ ◯ **Settings** ▸ OK
▸ ◯ **Audio/Visual Signals** ▸ OK
▸ ◯ **Ringtones** ▸ OK
▸ ◯ **External Calls** ▸ OK

◯ can be used for the following:

Melody ▸ OK
You can set the ringer melody as described above.

Time Control ▸ OK
You can specify a time period when you do not want the telephone to signal external calls e.g., during the night.
Switch ◯ **Activation** on or off by pressing OK (☑= activated).
◯ **Settings** ▸ OK
Starting Time: /Ending Time:
Enter each time as a 4-digit number and press OK.

Anon. Calls Silent ▸ OK
You can set your handset so that it doesn't ring for calls where Calling Line Identification has been withheld (not answering machine). The call will only be signalled on the display.
Switch the **Anon. Calls Silent** function on or off by pressing OK (☑= activated).

Activating/deactivating the ringer

You can:

- Permanently deactivate the ringer in **idle status** or **when receiving a call**
- Deactivate the ringer for the **current call** only.

The ringer cannot be re-activated while a call is in progress.

Deactivating the ringer permanently

*◇ Press and **hold** the star key.

The 🔕 icon appears in the display.

Reactivating the ringer

*◇ Press and **hold** the star key.

Deactivating the ringer for the current call

Silence Press the display key.

Advisory/warning tones

Your handset uses advisory tones to tell you about different activities and statuses. The following tones can be activated and deactivated independently of each other:

- **Advisory Tones**
  - **Key click**: Every key press is confirmed.
  - **Confirmation tone** (rising tone sequence): At the end of an entry/setting, when the handset is placed in the base and on arrival of a new entry in the answering machine list or the call list.
  - **Error tone** (descending tone sequence): When you make an incorrect entry.
  - **Menu end tone**: When scrolling at the end of a menu.
- **Battery Low**
  The battery requires charging.

You cannot deactivate the confirmation tone for placing the handset in the base.

Activating/deactivating advisory tones

Menu ▸ Settings ▸ OK
▸ Audio/Visual Signals ▸ OK
▸ Advisory Tones
▸ OK (☑= on)

Activating/deactivating battery low beep

Menu ▸ Settings ▸ OK
▸ Audio/Visual Signals ▸ OK
▸ Battery Low ▸ OK (☑= on)

Restoring the handset default settings

You can reset any individual settings and changes that you have made. This will not affect entries in the directory, call list, date and time or the handset's registration to the base.

Menu ▸ Settings ▸ OK
▸ System ▸ OK
▸ Reset Handset ▸ OK

Cancel the reset with .

Base settings

The base settings are made using a registered handset.

Activating/deactivating music on hold

Menu ▸ Settings ▸ OK
▸ Telephony ▸ OK
▸ Music on Hold
▸ OK (☑= on)

Activating repeater support

You can increase the range and signal strength of the base using a repeater. You will need to activate repeater mode. This will terminate any calls being made via the base at the time.

Prerequisite: A repeater is registered.

Menu ▸ Settings ▸ OK
▸ System ▸ OK
▸ Repeater Mode
▸ OK (☑= activated)

After activating or deactivating the repeater, switch your handset off and on again (→ page 27).

Please note

- **Eco Mode / Eco Mode+** (→ page 55) and repeater support cancel each other out i.e., if you use a repeater, you cannot use **Eco Mode** or **Eco Mode+**.
- The default encrypted transmission setting is deactivated when repeater mode is activated.

Protecting against unauthorised access

Protect the system settings of the base with a system PIN known only to yourself. You will need to enter the system PIN when, for example, registering/de-registering a handset to/from the base.

Changing the system PIN

You can change the base's 4-digit default system PIN ("0000") to a 4-digit PIN known only to yourself.

Gigaset E500A: Setting a system PIN enables remote operation of the answering machine (→ page 53).

Menu ▸ Settings ▸ OK
▸ System ▸ OK
▸ System PIN ▸ OK
▸ **System PIN:** (enter the current system PIN) ▸ OK ▸ **New PIN:** (enter your new system PIN) ▸ OK

Resetting the system PIN

If you have forgotten your system PIN, you can reset the base to the original code **0000**:

Disconnect the power cable from the base. Hold down the registration/paging key on the base while reconnecting the power cable to the base. Hold down the key for at least 5 seconds.

The base has now been reset and the system PIN set to **0000**.

Please note

All handsets are de-registered and must be re-registered. All settings are reset to the default settings.

Changing the call volume

You can set the handsfree volume to five different levels (1–5; e.g., volume 3 =).

Menu ▸ Settings ▸ OK
▸ Audio/Visual Signals ▸ OK
▸ Base Audio Settings ▸ OK
▸ Speaker Volume ▸ OK

Adjust the volume and press OK.

Changing ringers

- Volume:
  Five volume levels (1–5; e.g., volume 3 =) and "Off" (volume 0 =).
- Melody:
  List of pre-loaded ringer melodies. The first three melodies are the "classic" ringtones.
- Time control:
  You can specify a time period when you do not want the telephone to signal external calls e.g., during the night.

Menu ▸ Settings ▸ OK
▸ Audio/Visual Signals ▸ OK
▸ Base Audio Settings ▸ OK
▸ Ringer Volume / Ringtones / Time Control ▸ OK

If **Ringer Volume** / **Ringtones** is selected:

▸ (Select volume/melody)
▸ OK (☑= melody selected)

If **Time Control** is selected, activate and set time control:

Activation
▸ OK (☑= activated)

Settings ▸ OK
Starting Time: /Ending Time:

Enter each time as a 4-digit number and press OK.

Activating/deactivating LED signal

Menu ▸ Settings ▸ OK
▸ Audio/Visual Signals ▸ OK
▸ Base LED Signal
▸ OK (☑= on)

Resetting the base to the default settings

When the settings are restored:

- Date and time are retained
- Handsets are still registered
- **Eco Mode** is activated and **Eco Mode+** is deactivated
- The system PIN is not reset.

Menu ▸ Settings ▸ OK
▸ System ▸ OK
▸ Reset Base ▸ OK

Please note

The answering machine is ready for use **approx. 15 seconds after** the base has been connected or reset.

Operating the base on the PABX

The following settings are only necessary if your PABX requires them; see the PABX user guide.

Changing the dialling mode

Menu ▸ * # 0 5 # 1 1
▸ Enter digit for the dialling mode:
0 = tone dialling (DTMF);
1 = pulse dialling (PD) ▸ OK.

Switching temporarily to tone dialling (DTMF)

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 *.

Tone dialling is now activated **for this call only.**

Setting recall

Menu ▸ * # 0 5 # 1 2
▸ Enter digits for recall:
0 = 80 ms; 1 = 100 ms;
2 = 120 ms; 3 = 400 ms;
4 = 250 ms; 5 = 300 ms;
6 = 600 ms; 7 = 800 ms ▸ OK.

Changing the pause after line seizure

You can set the length of the pause inserted between pressing the talk key and sending the phone number.

Menu ▸ * # 0 5 # 1 9
▸ Enter digit for the current pause length:
1 = 1 second
2 = 3 seconds
3 = 7 seconds ▸ OK.

Changing the pause after recall key

Menu ▸ * # 0 5 # 1 4
▸ Enter digit for the current pause length:
1 = 800 ms; 2 = 1600 ms;
3 = 3200 ms ▸ OK.

Customer Service & Assistance

You have questions? As a Gigaset customer, you can take advantage of our comprehensive service offerings. You can find help quickly in this User Manual and in the service pages of our Gigaset online portal.

Please register your phone right after purchase on www.gigaset.com/uk/service

thus enabling us to provide you even with better service in case of questions or in case of a warranty claim. Your personal user account enables you to directly contact our customer service by email.

In our constantly updated online service on www.gigaset.com/uk/service you can find:

- Extensive information about our products
- FAQ compilations
- Keyword search to help find topics quickly
- Compatibility database: Find out which base stations and handsets can be combined.
- Product comparison: Compare the features of several products with each other.
- Downloads for user manuals and current software updates
- E-mail contact form for customer service

Our service representatives are available on the **telephone** for more advanced questions or in-person consultation.

Here you can get competent advice on questions regarding installation, operation and configuration:

UK: 0845 367 0812

(local call cost charge)

Please note that if the Gigaset product is not sold by authorised dealers in the national territory the product may not be fully compatible with the national telephone network. It is clearly specified on the box near the CE mark as well as on the bottom of the base station for which country/countries the equipment has been developed. If the equipment is used in a manner inconsistent with this advice or with the instructions of the manual and on the product itself, this may have implications on the conditions for warranty or guarantee claims (repair or exchange of product).

In order to make use of the warranty, the product purchaser is asked to submit a receipt which proves the date of purchase (date from which the warranty period starts) and the type of goods that have been purchased.

Questions and answers

If you have any questions about the use of your phone you can contact us 24/7 at www.gigaset.com/service.

In addition, the following table provides troubleshooting assistance.

The display is blank.

1. The handset is not switched on.
   - Press and **hold** the end call key.
2. The battery is empty.
   - Charge the battery or replace it (→ page 19).

"BASE" flashes in the display.

1. The handset is outside the range of the base.
   - Move the handset closer to the base.
2. The base's range is reduced because Eco Mode is activated.
   - Deactivate Eco Mode (→ page 56) or reduce the distance between the handset and the base.
3. The base is not switched on.
   - Check the base power adapter (→ page 16).

"Place handset into base" flashes in the display.

Handset has not been registered with the base or has been de-registered.

- Place the handset in the base (automatic registration, may take up to 5 minutes) or register the handset manually (→ page 57).

Handset does not ring.

The ringer is switched off.

- Activate the ringer (→ page 61).

You cannot hear a ringer/dialling tone from the fixed line network.

The phone cord supplied has not been used or has been replaced by a new cord with the wrong pin connections.

- Please always use the phone cord supplied or ensure that the pin connections are correct when purchasing from a retailer (→ page 73).

The connection always terminates after approx. 30 seconds.

Repeater activated/deactivated (→ page 63).

- Activate/deactivate the handset (→ page 27).

When you try to activate Eco Mode+, "Not possible!" appears in the display.

A handset is registered to the base that does not support **Eco Mode+**.

Error tone sounds after system PIN prompt.

You have entered the wrong system PIN.

- Reset the system PIN to 0000 (→ page 63).

Forgotten system PIN.

- Reset the system PIN to 0000 (→ page 63).

The number of the caller is not displayed despite CLIP being set.

Calling Line Identification is not enabled.

- **The caller** should ask the network provider to enable Calling Line Identification (CLI).

Refer to the notes on calling line display → page 34.

You hear an error tone when keying an input.

Action has failed/invalid input.

- Repeat the process.
  Watch the display and refer to the user guide if necessary.

You cannot listen to messages on the network mailbox.

Your PABX is set for pulse dialling.

- Set your PABX to tone dialling.

Gigaset E500A only:

No time is specified for a message in the call list.

Date/time are not set.

- Set the date/time (→ page 22).

The answering machine announces "Invalid PIN" during remote operation.

1. You have entered the wrong system PIN.
   - Enter the system PIN again.
2. The system PIN is still set to 0000.
   - Set the system PIN to something other than 0000 (→ page 63).

The answering machine will not record any messages/cancels the recording of a personal announcement.

Its memory is full.

- Delete old messages.
- Play back new messages and delete.

The answering machine only records part of a personal announcement.

The announcement contained a pause of more than 2 seconds.

- Avoid pausing when recording an announcement.

The emergency function cannot be set up.

The feature is only available behind extension systems that do not require an "R" or a "P" for obtaining an outside line.

Authorisation

This device is intended for analogue phone lines in the UK.

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

CE 0682

Guarantee Certificate

Without prejudice to any claim the user (customer) may have in relation to the dealer or retailer, the customer shall be granted a manufacturer's Guarantee under the conditions set out below:

- In the case of new devices and their components exhibiting defects resulting from manufacturing and/or material faults within 24 months of purchase, Gigaset Communications shall, at its own option and free of charge, either replace the device with another device reflecting the current state of the art, or repair the said device. In respect of parts subject to wear and tear (including but not limited to, batteries, keypads, casing), this warranty shall be valid for six months from the date of purchase.
- This Guarantee shall be invalid if the device defect is attributable to improper treatment and/or failure to comply with information contained in the user guides.
- This Guarantee shall not apply to or extend to services performed by the authorised dealer or the customer themselves (e. g. installation, configuration, software downloads). User guides and any software supplied on a separate data medium shall be excluded from the Guarantee.
- The purchase receipt, together with the date of purchase, shall be required as evidence for invoking the Guarantee.

  Claims under the Guarantee must be submitted within two months of the Guarantee default becoming evident.
- Ownership of devices or components replaced by and returned to Gigaset Communications shall vest in Gigaset Communications.
- This Guarantee shall apply to new devices purchased in the European Union. For Products sold in the United Kingdom the Guarantee is issued by: Gigaset Communications UK Limited, Quatro House, Lyon Way, Camberley, Surrey, GU16 7ER.
- Any other claims resulting out of or in connection with the device shall be excluded from this Guarantee. Nothing in this Guarantee shall attempt to limit or exclude a Customers Statutory Rights, nor the manufacturer's liability for death or personal injury resulting from its negligence.
- The duration of the Guarantee shall not be extended by services rendered under the terms of the Guarantee.
- Insofar as no Guarantee default exists, Gigaset Communications reserves the right to charge the customer for replacement or repair.
- The above provisions does not imply a change in the burden of proof to the detriment of the customer.

To invoke this Guarantee, please contact the Gigaset Communications telephone service. The relevant number is to be found in the accompanying user guide.

Protecting our environment

Our environmental mission statement

We, Gigaset Communications GmbH, bear social responsibility and are actively committed to a better world. Our ideas, technologies and actions serve people, society and the environment. The aim of our global activity is to secure sustainable life resources for humanity. We are committed to a responsibility for our products that comprises their entire life cycle. The environmental impact of products, including their manufacture, procurement, distribution, use, service and disposal, are evaluated during product and process design.

Further information on environmentally friendly products and processes is available on the Internet at www.gigaset.com.

Environmental management system

Gigaset Communications GmbH is certified pursuant to the international standards EN 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.

Ecological energy consumption

The use of ECO DECT (→ page 55) saves energy and makes an active contribution towards protecting the environment.

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.

Appendix

Care

Wipe the unit with a **damp cloth** or an **antistatic cloth**. Do not use solvents or microfibre cloths.

Never use a dry cloth. This can cause static.

Contact with liquid ⚠

If the handset has come into contact with liquid:

1. **Switch the handset off and remove the battery immediately**.
2. Allow the liquid to drain from the handset.
3. Pat all parts dry, then place the handset with the battery compartment open and the keypad facing down in a dry, warm place **for at least 72 hours** (**not** in a microwave, oven etc.).
4. **Do not switch on the handset again until it is completely dry.**

When it has fully dried out, you will usually be able to use it again.

Specifications

Batteries

Technology:	Nickel-metal-hydride (NiMH)
Size:	AAA (Micro, HR03)
Voltage:	1.2 V
Capacity:	550 - 1000 mAh

The device is supplied with two approved batteries.

Handset operating times/ charging times

Your handset can charge batteries up to a capacity of 1000 mAh. The use of special high-performance batteries or batteries with high capacities is not recommended for cordless phones.

The operating time of your Gigaset depends on the capacity and age of the batteries and the way it is used. (All times are maximum possible times).

	Capacity (mAh) approx.			
	550	700	800	1000
Standby time (hours)	180	210	240	295
Calling time (hours)	15	17	20	25
Operating time for 1.5 hrs of calls per day (hours)				
- **Without** Eco Mode+	105	120	140	170
- **With** Eco Mode+	65	70	85	105
Charging time in base (hours)	5.5	6.5	7.5	9
Charging time in charger (hours)	5	6	6.5	8.5

Due to the constant progression in battery development, the list of recommended batteries in the FAQ section of the Gigaset Customer Care pages is regularly updated:

www.gigaset.com/service

Base power consumption

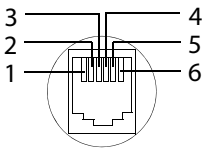
	E500	E500A
In standby mode*	approx. 0.6 W	approx. 0.6 W
Base in standby mode **	<0.4 W	<0.4 W
During a call	approx. 0.5 W	approx. 0.6 W

* Charged handset in base
** Handset not in base

General specifications

DECT standard	Supported
GAP standard	Supported
No. of channels	60 duplex channels
Radio frequency range	1880–1900 MHz
Duplex method	Time multiplex, 10 ms frame length
Pulse repetition rate	100 Hz
Pulse transmission length	370 µs
Channel grid	1728 kHz
Bit rate	1152 kbit/s
Modulation	GFSK
Language code	32 kbit/s
Transmission power	10 mW average power per channel, 250 mW pulse power
Range	Up to 300 m outdoors, up to 50 m indoors
Base power supply	230 V ~/50 Hz
Environmental conditions for operation	+5°C to +45°C, 20% to 75% relative humidity
Dialling mode	DTMF (tone dialling)/PD (pulse dialling)

Pin connections on the telephone jack



1 unused
2 unused
3 a
4 b
5 unused
6 unused

Writing and editing names

The following rules apply when writing names:

- Each key between 0 and 9 is assigned several letters and characters.
- Control the cursor with ◁ ▷.
- Characters are inserted at the cursor position.
- Press the display key **Delete** to delete the character to the left of the cursor.
- The first letter of the name is automatically capitalised and then followed by lower case letters.

Setting upper/lower case or digits

Repeatedly press the hash key # to change the text input mode.

123	Writing digits
Abc	Upper case *
abc	Lower case

* First letter in capitals, all others in lower case

The change in mode is shown at the bottom left of the screen.

Writing names

- Enter the individual letters/characters by pressing the corresponding key.

The characters assigned to the key are shown in a selection line at the bottom left of the screen. The selected character is highlighted.

- **Briefly** press the key several times in succession to select the required letter/character.

Standard characters

	1x	2x	3x	4x	5x	6x	7x	8x	9x	10x	11x	12x	13x	14x	15x
1	1	£	$	¥	¤										
2	a	b	c	2	ä	á	à	â	ã	ç					
3	d	e	f	3	ë	é	è	ê							
4	g	h	i	4	ï	í	ì	î							
5	j	k	l	5											
6	m	n	o	6	ö	ñ	ó	ò	ô	õ					
7	p	q	r	s	7	ß									
8	t	u	v	8	ü	ú	ù	û							
9	w	x	y	z	9	ÿ	ý	æ	ø	å					
0	␣ [1]	.	,	?	!	0	+	-	:	¿	¡	"	'	;	_
*	*	/	(	)	<	=	>	%							
#			#	@	\	&	§								

1) Space

Accessories

Upgrade your Gigaset to a cordless PABX.

Gigaset E500H handset

- Extra loud voice playback
- Handsfree operation with brilliant voice quality
- Hearing aid compatible (HAC)
- High-contrast, large b/w display
- Battery charge status and reception signal indicator
- Large font for outstanding legibility
- Enlargeable digit display (Jumbo font)
- Green illuminated handsfree key
- High-quality, large, illuminated and clear keypad
- Side key for easy volume control
- 4 direct dialling keys
- Emergency call (only when used in combination with E500A base)
- Directory for 150 entries
- Automatic redialling of the last 10 numbers
- Talk/standby time of up to 20/240 hours
- Standard batteries
- Headset socket

www.gigaset.com/gigasete500h

Gigaset repeater

The Gigaset repeater can be used to increase the reception range between your Gigaset handset and the base.

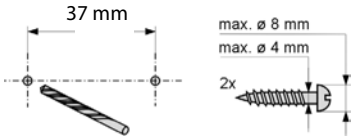
www.gigaset.com/gigasetrepeater

Connection socket for headset

See the relevant product page at www.gigaset.com for information on recommended headsets.

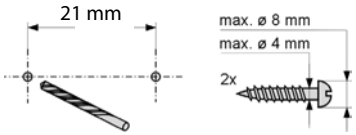
Use only original accessories. This will avoid possible health risks and personal injury, and also ensure that all the relevant regulations are complied with.

Mounting the E500 base on the wall

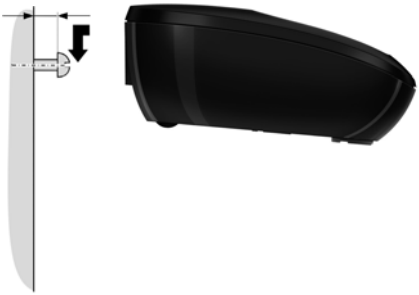


Approx. 4 mm

Mounting the charger on the wall



Approx. 3.5 mm



Index

A

Access protection 63
Accessories 74
Activating
  advisory tones 62
  answering machine 49
  auto answer 60
  handset 27
  keypad lock 27
Adapter plug
  power saving 55
Advisory tones 62
Alarm clock 57
Announcement (ans. mach.)
  recording/playing back/
    deleting 49, 50
Announcement key 5
Answering machine 4, 49
  remote operation 53
Answering machine keys 5
Authorisation 68
Auto answer 33, 51, 60
Automatic network provider
    preselection 43

B

Base
  changing system PIN 63
  connecting 16
  operating on PABX 65
  restoring default settings 64
  setting 62
  setting up 15
  system PIN 63
Battery
  battery low tone 62
  charging 6
  display 6
  icon 6
  inserting 18
Battery low tone 62

C

Call
  accepting 33
  internal 39
  participant listening in 59
  picking up from
    answering machine 51
  transferring (connecting) 40, 58
Call list 40, 41
Call screening during recording 52
Call waiting, internal call 40
Callback from the call list 42
Calling
  external 33
  internal 39
Calling back a caller 42
Calling line display, notes 34
Calling Line Identification 33
Caring for your telephone 71
Changing
  display language 21
  name of a handset 58
  system PIN 63
Character set 73
Charge status indicator 6
CLI, CLIP 33
Confirmation tone 62
Connection socket for headset 3
Control key 3, 8
Correcting incorrect entries 27
Customer Care 66
Customer Service & Assistance 66

D

Deactivating
  advisory tones 62
  answering machine 49
  auto answer 60
  handset 27
  keypad lock 27
Delete key 8

Deleting
announcement
(answering machine) 50
Deleting characters 27
De-registering (handset) 58
Dialling
directory 37
Dialling mode 65
Direct dialling
saving/changing key assignment . 38
storing numbers 38
to a PABX 48
Direct dialling key I 3, 45
Direct dialling keys II to IV 3
Directory 36
order of entries 36
selecting entry 37
sending entry/list to handset 37
storing entry 36
storing the first number 36
Display
changing display language 21, 59
in idle status 3, 24, 27
network mailbox message 54
number (CLI/CLIP) 33
setting 60
Display keys 3, 7
Disposal 70

E

Earpiece mode 35
Earpiece volume 60, 64
ECO DECT 55
Eco Mode 55
Eco Mode+ 56
Emergency call 45
Emergency function 45
activating/deactivating 48
setting up 47
End call key 3, 33
Entering recall 3
Environment 70
Error tone 62

F

Fast access
answering machine 50, 55

G

General troubleshooting 67
Guarantee Certificate 69

H

Handset
activating/deactivating 27
advisory tones 62
changing name 58
contact with liquid 71
de-registering 58
display language 21, 59
handsfree volume 60, 64
idle status 27
jumbo font 59
muting 35
registering 57
restoring default settings 62
searching for 58
setting (individual) 59
setting up 18
transferring a call 40
using multiple 57
Handsfree key 3
Handsfree operation 35
Handsfree volume 60, 64
Hash key 3, 27
Headset 3
Hearing aids 12
Help 67

I

Icon
keypad lock 27
ringer 61
Idle status
returning to 27
Idle status (display) 3, 24, 27
Incorrect entries (correction) 27

Internal call 39
call waiting 40
Internal listening in 59

J

Jumbo font 59

K

Key 1 (fast access to answering machine) 3
Key 1 (fast access to network mailbox) 3
Key click 62
Keypad lock 27
Keys
control key 3, 8
delete key 8
direct dialling key I 45
direct dialling keys 36
display keys 3, 7
end call key 3
fast access to answering machine 3, 50, 55
fast access to network mailbox 3
handsfree key 3
hash key 3, 27
key 1 (fast access to answering machine) 50, 55
message key 42
on/off key 3
paging key 4
recall key 3
side key 3
SOS key 45
star key 3
talk key 3

L

Language
display 21
List
call list 40, 41
entry 42
missed calls 42
redial list 40
Listening in to a call 59
Lock
activating/deactivating keypad lock 27

M

Making calls
accepting a call 33
external 33
internal 39
Medical equipment 12
Menu
end tone 62
overview 30
using 26
Message
copying number to the directory . 51
playing back 50, 54
Message key
opening lists 42
Message length (ans. mach.) 52
Missed call 42
Music on hold 62
Muting the handset 35

N

Name of a handset 58
Network mailbox 54
Network provider preselection, automatic 43
Number
displaying caller's number (CLIP) . . 33
storing in directory 36, 37

O

On/Off key 3
Open 7
Opening the directory 8
Operating steps (display) 28
Order of entries in directory 36

P

PABX
  operating base on PABX 65
  setting dialling mode 65
  setting recall 65
  switching to tone dialling 65
Package contents 14
Paging 4, 58
PIN change
  system PIN 63
Pin connections 73
Playing back
  announcement (answering machine) 50
  message (answering machine) 50, 54
Power adapter 12
Power consumption 72
Power saving adapter plug 55
Preselection 43
  saving, changing entry 44
Protecting phone against access 63

Q

Questions and answers 67

R

Radiation
  reducing 55
Range 15
Recall key 3
Reception booster, see Repeater
Recording
  announcement (answering machine) 49
Redial 40
Reduced energy consumption 55
Reducing radiation 55
Registering (handset) 57
Remote operation 53
Repeater 63
Restoring default settings
  base 64
  handset 62
Ring delay 52, 60
Ringer
  changing 60, 64
  setting melody 61
  setting volume 60

S

Searching
  handset 58
  in directory 37
Sending
  directory entry to handset 37
Setting 57
Setting date 22
Setting melody (ringer) 61
Setting recall 65
Setting time 22
Setting up
  base 15
  handset 18
  internal call 39
Setting volume
  earpiece 60, 64
  handset handsfree 60
  loudspeaker 60, 64
  ringer 60
Side key 3, 8
Specifications 71
Speed dialling, see Direct dialling
Star key 3
Suppressing
  preselection 44
System settings 63

T

Tabs 4, 17
Talk key 3
Telephone jack
  pin connections 73
Time control 61
Tone dialling 65

U

Unknown 34
Unknown caller 34
Unknown calls 61

V

Viewing
  message 54
  network mailbox 54
Volume
  ringer 60

W

Writing and editing text 73

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

© Gigaset Communications GmbH 2011
All rights reserved. Subject to availability.
Rights of modification reserved.
www.gigaset.com