

> Quick start guide

Gigaset pro  
Maxwell 3

## Introduction



This quick start guide demonstrates key features of the Gigaset Maxwell 3 combined with the 3CX platform and is designed to help you learn the basics quickly.

Please note that most of the functions described here depend on the features assigned to the account to be used with the telephone. Some of the features can be configured and enabled by you and/or by your administrator.

- Basic Call Features
- Call Transfer Attended
- Call Transfer Un-Attended
- Blind Transfer
- Call swapping
- Conference Call
- Call forward always
- Call forward busy
- Call forward No Answer
- Busy Lamp Field (BLF)
- Phonebook
- Feature codes









## Additional Information













Additional information is available and can be found: <http://wiki.gigasetpro.com>










! This quick start guide is based on the software dd: May 2019, Maxwell 3.13 and the 3CX Version 16

## Basic Call Features

The following basic call features are supported.

Feature	Action
Make Call	<ul style="list-style-type: none"> <li>&gt; Enter the number and lift the handset.</li> <li>&gt; Enter the number and press the <b>centre</b>  key.</li> <li>&gt; For handsfree enter the number and press </li> <li>&gt; For headset enter the number and press </li> </ul> <p>You can switch between <b>handsfree</b>, <b>headset</b> or <b>handset</b> at any time during the call.</p>
End active call	<ul style="list-style-type: none"> <li>&gt; Hang up the call.</li> <li>&gt; In handsfree mode press </li> <li>&gt; In headset mode press </li> </ul>
Answer incoming call	<ul style="list-style-type: none"> <li>&gt; Lift the handset.</li> <li>&gt; Or press </li> <li>&gt; Or press </li> </ul>
Reject incoming call	<ul style="list-style-type: none"> <li>&gt; Press the Left Soft key <b>Reject</b> </li> </ul>






Feature	Action
Call lists	<ul style="list-style-type: none"> <li>&gt; Press the <b>Call list</b> key </li> <li>&gt; Scroll left &amp; right  to select the required Call list.                             <ul style="list-style-type: none"> <li>- All</li> <li>- Accepted</li> <li>- Missed</li> <li>-Outgoing</li> </ul> </li> <li>&gt; Scroll up &amp; down  to select the number.</li> <li>&gt; Lift the handset.</li> <li>&gt; Or press </li> <li>&gt; Or press </li> </ul>
Speed Dial	<ul style="list-style-type: none"> <li>&gt; Press the <b>Function key</b> to dial the number.</li> </ul>
Redial	<ul style="list-style-type: none"> <li>&gt; Press the Left Soft key <b>Redial</b> </li> <li>&gt; Scroll up &amp; down  to select the number.</li> <li>&gt; Lift the handset.</li> <li>&gt; Or press </li> <li>&gt; Or press </li> </ul>
Volume	<ul style="list-style-type: none"> <li>&gt; During the call press  </li> </ul>
Activate / Deactivate Ring tone	<ul style="list-style-type: none"> <li>&gt; Press and hold the <b>Star</b> key </li> </ul>

Feature	Action
Alert tone	<ul style="list-style-type: none"> <li>&gt; Press and hold the <b>Star</b> key. </li> <li>&gt; Press the Left Soft key <b>Beep</b> within 3 seconds.</li> </ul>
Do not Disturb	<ul style="list-style-type: none"> <li>&gt; Press the <b>DND</b> key. </li> </ul> <p>The DND is enabled on the platform you can enable / disable this also using the web-interface of the platform.</p>
Muting	<ul style="list-style-type: none"> <li>&gt; During the call press the <b>Mute</b> key. </li> </ul> <p>Microphone is switched off when illuminated.</p>
Hold	<ul style="list-style-type: none"> <li>&gt; During the call press the <b>Hold</b> key  to put the call on hold.</li> <li>&gt; To resume, press the <b>Hold</b> key  again.</li> <li>&gt; Or press the Left Soft key <b>End</b>. </li> </ul> <p>If you Hangup the call when on hold, the call on hold is disconnected.</p>
Message waiting	<ul style="list-style-type: none"> <li>&gt; New messages are signalled via flashing <b>MWI</b> key </li> </ul>
Message Centre	<ul style="list-style-type: none"> <li>&gt; Press the <b>MWI</b> key  to open the message Centre.</li> <li>&gt; Select between <b>Voicemail</b> or <b>Missed</b> calls.</li> <li>&gt; Press the <b>centre</b>  of the Control key.</li> <li>&gt; The Voicemail is played via the speaker.</li> <li>&gt; Lift the <b>handset</b> to listen via the handset.</li> </ul>

## Call Transfer Attended

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When using attended transfer, you first make sure that the contact where you want to transfer the call, is available and willing to answer this call. There is first a 2 way conversation before you transfer the call.

1. You have an active call.
2. During the call press the **Hold** key  to put the call on hold.
3. Enter the phone number.
4. Press the Right Soft key **Dial** 
5. Or the phone starts dialing automatic, 5 seconds after the last digit.
6. Wait until the call is answered and you announced the call.
7. Hang up to **transfer** the call.
8. Or press the Right Soft key **Transfer** to  transfer the call.
9. Or press the **Hold** key  to swap between the calls.
10. To disconnect the active call and go back to the party on hold, press the Left Soft key **End** 

## Call Transfer Un-Attended

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When using un-attended transfer, you transfer the call without announcing it to the other party.

1. You have an active call.
2. During the call press the **Hold** key  to put the call on hold.
3. Enter the phone number.
4. Press the Right Soft key **Dial** 
5. Or the phone starts dialing automatic, 5 seconds after the last digit.
6. Hang up to **transfer** the call.
7. Or press the Right Soft key **Transfer** to  transfer the call.

## Blind Transfer


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When using Blind transfer, you transfer the call without announcing it to the other party. The call is transferred with one key press.

1. You have an active call.
2. During the call press Left Soft Key **Blind Transfer**  key to put the call on hold.
3. Enter the phone number.
4. Press the Right Soft key **Dial** .
5. Or the phone starts dialing automatic, 5 seconds after the last digit.
6. The call is transferred.

## Call Swapping

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1. You have an active call.
2. Press the **Hold** key  to swap between the calls.



## Conference Call

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You can set-up a conference call to talk to two participants at the same time.

You have an active call.

### Option 1.

1. Press the **Conference** key  to start the conference.
2. Enter the phone number.
3. Press the Right Soft key **Dial** .
4. Or the phone starts dialing automatic, 5 seconds after the last digit.
5. The conference is established as soon as the call is accepted.

### Option 2.



1. During the call press the **Hold** key  to put the call on hold.
2. Enter the phone number.
3. Press the Right Soft key **Dial** .
4. Or the phone starts dialing automatic, 5 seconds after the last digit.
5. Wait until the call is answered.
6. Press the **Conference** key  to start the conference.

## Call forward always

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All incoming calls are forwarded to another telephone number.

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1. To activate Press the **centre**  of the Control key to enter the phone menu.
2. Scroll down  to select the menu **Select Services**.
3. Select the menu **Call Divert**.
4. Select the account.
5. Select **All Calls**.
6. You can divert to:
  - a. **Phone Number** - enter the number
  - b. **Voicemail**
  - c. **Off**

### Via Feature code

#### Enable:

- Dial **\*71** and press the confirm button.
- Enter the call forwarding number once the announcement is complete.
- Press the **#** key. The system will repeat the number and then hang up.

#### Disable:



- To deactivate, press **\*72**, then press the **\*** key when prompted.

## Call forward busy

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Incoming calls are forwarded to another telephone number if your line is busy.

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1. To activate Press the **centre**  of the Control key to enter the phone menu.
2. Scroll down  to select the menu **Select Services**.
3. Select the menu **Call Divert**.
4. Select the account.
5. Select **When Busy**.
6. You can divert to:
  - a. **Phone Number** - enter the number
  - b. **Off**

### Via Feature code

#### Enable:

- Dial **\*73** and press the confirm button.
- Enter the call forwarding number once the announcement is complete.
- Press the **#** key. The system will repeat the number and then hang up.

#### Disable:



- To deactivate, press **\*74**

## Call forward No Answer

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Incoming calls are forwarded to another telephone number if you do not answer the call within the defined time.

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1. To activate Press the **centre**  of the Control key to enter the phone menu.
2. Scroll down  to select the menu **Select Services**.
3. Select the menu **Call Divert**.
4. Select the account.
5. Select **No Answer**.
6. You can divert to:
  - a. **Phone Number** - enter the number.
  - b. **Off**

### Via Feature code

#### Enable:

- Dial **\*75** and press the confirm button.
- Enter the call forwarding number once the announcement is complete.
- Press the **#** key. The system will repeat the number and then hang up.

#### Disable:

- To deactivate, press **\*76**



## Busy Lamp Field (BLF)

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You can configure the function keys as BLF keys which tells you whether another extension is free, busy or is receiving an incoming call.

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The phone is using the BLF key configuration of the platform, there you can change the monitored users and also the sorting. When you change this on the platform, it will automatic be changed on the Maxwell.

1. Press the **BLF** key to call the user.
2. When the user is  on the phone, the LED will be illuminated **RED**.
3. When the user receives an incoming call, the LED will flash.
4. To pick-up the incoming call, press the flashing BLF key. 




## Phonebook

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Vodia has an integrated phonebook.

Short press **phonebook** (Directory) key , you will get direct access to the 3CX phonebook.

1. Scroll **up** and **down**  to select the contact.
2. Lift the handset to dial.

Long press **phonebook** (Directory) key , you will see all available phonebooks.

1. Scroll **up** and **down**  to select the phonebook.
2. Scroll **up** and **down**  to select the contact.
3. Lift the handset to dial.

## Parking

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You can park a call and then pick-up the call from another extension. Configure via the 3CX web-interface a **BLF key Shared** parking.

1. On an active call on your phone press the **Shared parking** key.
2. All phones that have this parking key, the key will illuminated **RED**.
3. To pick-up this parked call, press the **RED** Shared parking key.

## 3CX default feature codes

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Below a list with the 3CX default feature codes.

- > Park a call \*0
- > Pickup a parked call \*1
- > Pickup a call (longest ringing) \*20\*
- > Change Profile Status \*3
- > Connect to Voicemail of extension \*4 <extension number>
- > Log extension in to queues \*62
- > Log extension out of queues \*63
- > Paging \*64
- > Block Outbound Caller ID \*5
- > Hotdesking \*77\*
- > DND \*61 ON / \*60 OFF