Call Transfer Methods for N510 PRO / DX800A / N300

Gigaset telephony products provide the flexibility you need

- Gigaset VoIP phones are able to provide Call Transfer functionality to suit the environment in which they are to be used

- There are two methods supported

- Use the Method which is appropriate to the type of line/service which your Gigaset device is connected to for the current call:

METHOD 1 - Basic trunk which does not support call transfers

- Analogue line (DX800 / N300 only)

- ISDN2 circuit (DX800 only)

- Link2Mobile™ GSM call (DX800 only)

- VoIP trunk which does not support call transfers (sometimes referred to as a SIP Trunk and which is usually only designed to be connected to a PBX)

METHOD 2 - PBX VoIP trunk which does support call transfers

- On-site PBX

- Hosted in the cloud PBX service provided by a ITSP (Internet Telephony Service Provider) sometimes known as IP Centrex

Method 1 - Basic trunk which does not support call transfers

- Gigaset products permit internal Call Transfers between the Handsets which are connected to the same Gigaset device

- This unique Gigaset advantage provides Users with the ability to transfer calls even on basic trunks which do not support the feature and where other Manufacturers' products/devices would not otherwise be able to.

INSTRUCTIONS - During an established call, proceed as follows:

1. Use the **INT** key to place the call on hold

2. Select the specific internal User from the list and to whom you wish to transfer the call - or even select to **CALL ALL** other Users (simultaneous ring / first one to answer principle)

3. At this stage you can either:

   - Un-supervised Transfer - hang up to transfer the call unannounced

   - Supervised Transfer - wait for the other party to answer, then announce the call and hang up. Or it could be that the other party doesn't want to speak with the Caller in which case select the option to **END ACTIVE CALL** and you will be connected to the Caller once again

Method 1 ~ Summary

Method 1:
For transferring calls to other Gigaset phones on the same device when it's connected to a basic trunk.

Uses:
• Analogue Line
• ISDN2 Circuit
• Link2Mobile™ GSM
• Simplex VoIP SIP Trunk

INTercom

Ext.Call   Options

Method 2 - PBX VoIP trunk which does support call transfers (SIP REFER)

- Using this method is entirely different as the PBX 's own functionality is used for call transfers. This is important because the PBX should always be aware of the status of each of the extensions which are connected to it. For example if Method 1 was used then the PBX would not be aware that the call had been transferred to another party therefore would wrongly assume that the first party was still connected to a call, resulting in problems (busy/idle status etc). Therefore the PBX must retain full call control and manage call transfers.

- Additionally calls can be transferred to Users other than those connected to the same Gigaset device – even external parties.

INSTRUCTIONS - During an established call, proceed as follows:

1. Press either the **R** (Recall/Hookflash-telecoms terminology!) key or the soft key **Ext.Call** (as indicated in the display during the call) to place the call on hold. Either will have the effect of signalling to the PBX to place the call on hold

2. Enter the telephone number of the User you wish to call and wait for ringing

3. At this stage you can either:

   - Un-supervised Transfer - hang up to transfer the call unannounced

   - Supervised Transfer - wait for the other party to answer, then announce the call and hang up. Or it could be that the other party doesn't want to speak with the Caller in which case select the option to **END ACTIVE CALL** and you will be connected to the Caller once again
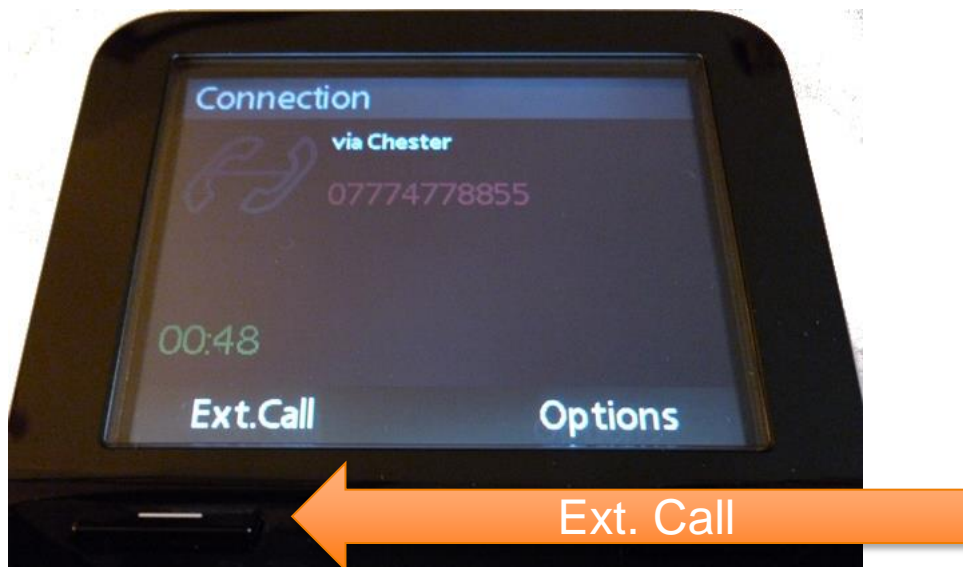
Method 2 ~ Summary (cordless handset)
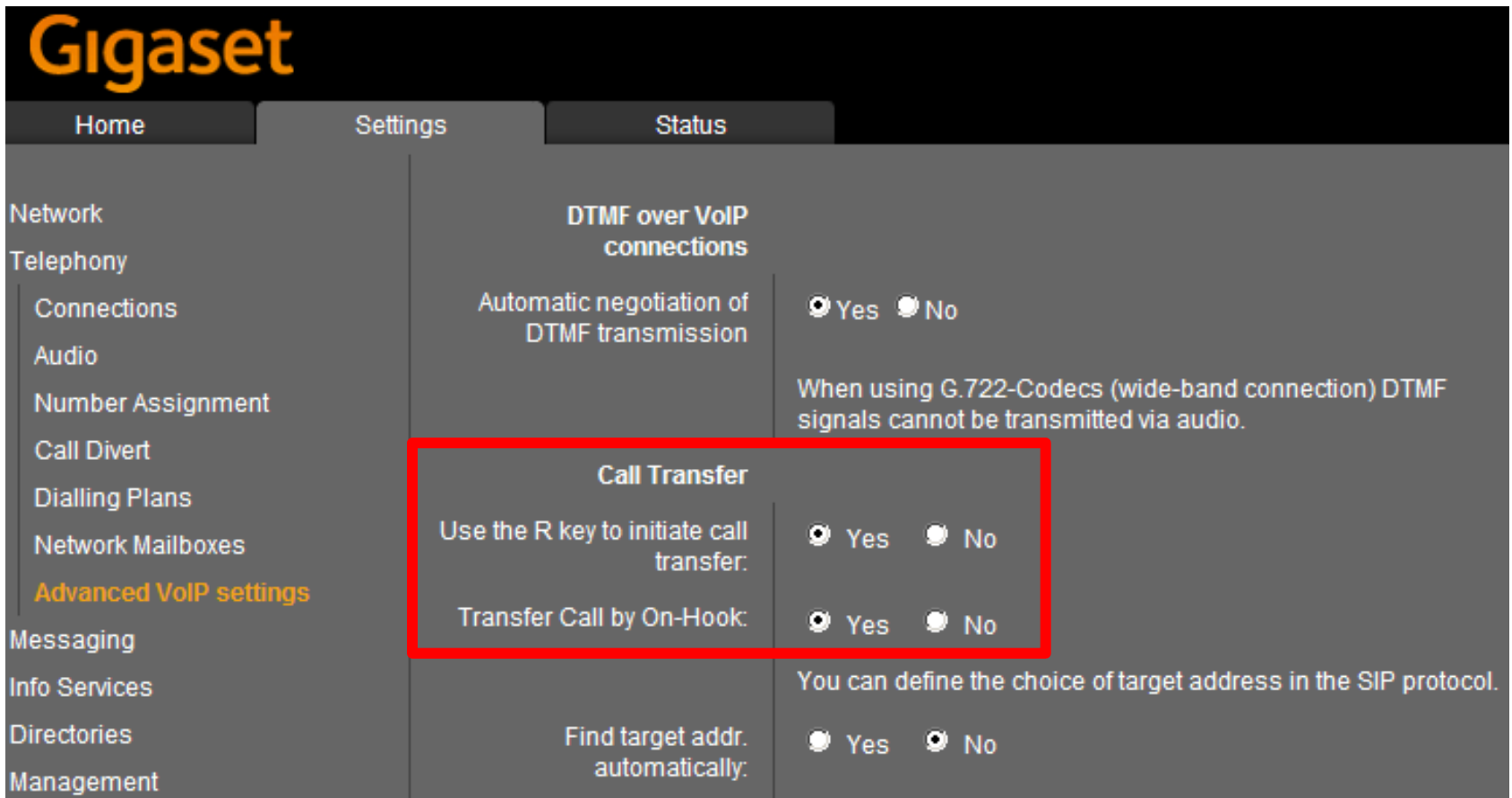
Ext.Call   Options

Ext. Call

RECALL

Call Transfer Method: For transferring calls when connected to an advanced PBX trunk (SIP REFER signalling protocol).

Uses:
- On-site IP-PBX
- Hosted IP-PBX
- IP Centrex

Method 2 ~ Summary (DX800A phone)

Call Transfer Method: For transferring calls when connected to an advanced PBX trunk (SIP REFER signalling protocol).

Uses:
- On-site IP-PBX
- Hosted IP-PBX
- IP Centrex

Ext. Call

Gigaset pro

Note 1: Configuring for "Transfer by on-hook"

- Calls from DECT handsets can be transferred by hanging up/ending the call either by pressing the 📞 key or by replacing the phone in its charger
- Ensure that this feature is enabled via the WEB UI

James Linton | UK Technical Sales Manager

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Note 2: Call Conferencing

- With either of the Methods the Gigaset device User is easily able to initiate Call Conferencing between the parties
- At Step 3 in the Instructions, when the party answers observe in the display **Conf.**
- By pressing the corresponding SoftKey will join all parties together in the same call

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📱 Interoperability

☎ Firmware / Release Notes

⚙ AutoProvisioning

💡 Support (Ticket Tool, Training, RMA/Returns)

Important Note: All products featured support Redirection & AutoProvisioning. This provides the User with a true out-the-box, zero-touch, plugin & use experience whether the PBX is installed on site or Hosted in the Cloud.

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