

> Quick start guide



## Gigaset pro

## Single Cell DECT - BroadSoft

Version May 2018



BECAUSE IT'S YOUR BUSINESS.

## Introduction

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This quick start guide demonstrates key features of the Gigaset DECT handsets using the Single Cell DECT base (N510) combined with the BroadSoft 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
- Call swapping
- Conference Call
- Phonebook

## Additional Information

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











! This quick start guide is based on the software dd: May 2018, N510 Software 245 and the then available Broadsoft release. Gigaset offers different DECT (pro) handsets.





## Basic Call Features

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The following basic call features are supported.

Feature	Action
Make Call	<ul style="list-style-type: none"><li>&gt; Enter the number and briefly press the <b>Talk</b> key .</li><li>&gt; For handsfree press again the <b>Talk</b> key .</li></ul> <p>You can switch between <b>handsfree</b> or <b>handset</b> at any time during the call.</p>
End active call	> To end the call press the <b>End call</b> key  .
Answer incoming call	<ul style="list-style-type: none"><li>&gt; Press the <b>Talk</b> key .</li><li>&gt; Or press the Left Soft key "<b>Accept</b>"</li><li>&gt; Or if <b>Auto Answer</b> is activated, lift handset from cradle.</li></ul>
Reject incoming call	> Press the <b>End call</b> key  .


Feature	Action
Call lists	<ul style="list-style-type: none"> <li>&gt; Press the Left Soft key "<b>Calls</b>"</li> <li>&gt; Or press right  to open the <b>Menu</b> and select the Call Lists </li> <li>&gt; Scroll up &amp; down  to select the required Call list.                             <ul style="list-style-type: none"> <li>- All calls</li> <li>- Outgoing calls</li> <li>- Accepted calls</li> <li>- Missed calls</li> </ul> </li> <li>&gt; Scroll up &amp; down  to select the number.</li> <li>&gt; Press the <b>Talk</b> key  the start the call.</li> </ul>
Speed Dial	<ul style="list-style-type: none"> <li>&gt; Via Long press key <b>2 - 9</b>.</li> </ul>
Redial	<ul style="list-style-type: none"> <li>&gt; Briefly press the <b>Talk</b> key .</li> <li>&gt; Scroll up &amp; down  to select the number.</li> <li>&gt; Press the <b>Talk</b> key .</li> </ul>
Volume	<ul style="list-style-type: none"> <li>&gt; During the call press the <b>up</b> key .</li> </ul>
Activate / Deactivate Ring tone	<ul style="list-style-type: none"> <li>&gt; The handset has 3 sound profiles press the <b>profile</b>  key.                             <ul style="list-style-type: none"> <li>- Loud</li> <li>- Silent (Ringtone deactivated)</li> <li>- Personal</li> </ul> </li> </ul>

Feature	Action
Muting	<ul style="list-style-type: none"> <li>&gt; During the call press the <b>Mute</b> (right) key .</li> </ul> <p>On the display you can see that the Mute is enabled.</p>
Hold	<ul style="list-style-type: none"> <li>&gt; During the call press the Left Soft key "<b>Ext. Call</b>" to put the call on hold.</li> <li>&gt; To resume, press the Left Soft key "<b>End</b>".</li> </ul> <p>If you Hangup the call when on hold, a recall is initiated.</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>Mailbox</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> </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.

- > You have an active call.
- > During the call press the Left Soft key **"Ext. Call"** to put the call on hold.
- > Enter the phone number.
- > Wait until the call is answered and you announced the call.
- > Hang up to **transfer** the call.
- > Or press **up & down**  to swap between the calls.

## Call Transfer Un-Attended


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

- > You have an active call.
- > During the call press the Left Soft key **"Ext. Call"** to put the call on hold.
- > Enter the phone number.
- > Wait until you hear the ringing tone.
- > Hang up to **transfer** the call.

## Call Swapping

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- > You have an active call.
- > Press **up & down**  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.

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You have an active call.





- > During the call press the Left Soft key **"Ext. Call"** to put the call on hold.
- > Enter the phone number.
- > Wait until the call is answered
- > Press the „Left Soft key **"Conf."**

## Phonebook

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Broadsoft supports the following phone books: Personal, Group, Group Common, Enterprise and Enterprise Common. Here we describe the phonebooks behind the BroadCloud environment.

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- > Short press **phonebook** (Directory) key , you will see all available phonebooks.
  - Enterprise
  - Group
  - Personal
- > Scroll **up** and **down**  to select the phonebook.
- > Enter the Search criteria
- > Or press the Right Soft key **"Search"** to get a list with the first .. contacts.
- > Scroll **up** and **down**  to select the contact.
- > Press the **Talk** key .