Call Handling

**Transferring a call to another party**
You are speaking to one participant & you want to transfer the call to a third participant. Note this can be an internal extension or an external party.

Transfer without consultation

**⟨•→•⟩** Press the **Transfer** key. The call is placed on hold

[⌗ Dial] EITHER: dial the telephone number for the participant to whom you wish to transfer & press the **Transfer** key. The call is transferred & you can hang up

[F] OR: press the internal **Extension** function key for the participant to whom you wish to transfer the call & hang up

☎▾

Consultation call with or without transfer
Use this function to announce the call to the other party with the option to transfer or to return to the caller again or to toggle between parties.

⟨•→•⟩ Press the **Transfer** key. The call is placed on hold

[⌗ Dial] EITHER: dial the telephone number for the participant whom you wish to call & press the **DIAL** soft key as indicated in the display

[F] OR: press the internal **Extension** function key for the participant to whom you wish to call

When the other party answers...

⟨•→•⟩ EITHER: announce the call & either press the **Transfer** key again or hang-up. Your connection to the participant is ended & the call is transferred

⟨◉⟩ OR: to return to the held party either use the **Navigation** key & select that party by confirming with the green tick

Voice Mail

Voice Mail
You will be notified of new messages by the flashing Envelope **Message** key. Also the quantity of new messages is displayed next to the ◯◯ icon in the display

[✉] Press the **Message** key or press & hold **1**. Follow the prompts for instructions.

Voipfone®

Support
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Gigaset pro

Internal Extensions

1	…………………….
2	…………………….
3	…………………….
4	…………………….
5	…………………….
6	…………………….
7	…………………….
8	…………………….
9	…………………….
10	…………………….
11	…………………….
12	…………………….
13	…………………….
14	…………………….

Phone Overview (DE900 shown - other models vary)

Understanding the keys
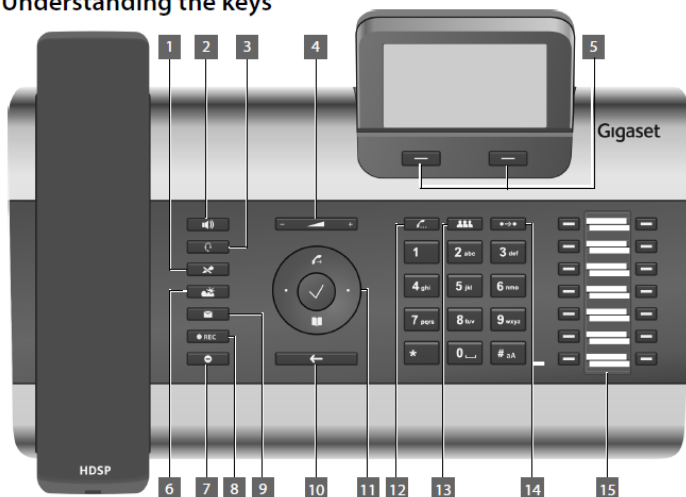
5	Display / soft keys
6	Information Centre
7	Do Not Disturb
8	Call Record
9	Message Centre
10	End Call / back
11	Navigation key
12	Consultation
13	Conference
14	Transfer
15	Extension/Function keys

1	Mute
2	Speaker

3	Headset
4	Volume

Making Calls

Enter the phone number or press the appropriate **Function** (Speed Dial) key

Press the **Handsfree Speaker** key or lift the handset. The number is called

Note you can switch to handsfree or to the handset again at any time during the call

Last Number Redial
You can select from previously dialled numbers as follows:

Scroll up & view the number you want to call

Press the **Handsfree Speaker** key or lift the handset. The number is called

Dialling a number from the directory

Open the **Directory** using the **Navigation** key

Scroll through the names using the **Navigation** key until you see the name of the person you want to call

Press the **Handsfree Speaker** key. The party is called

Receiving Calls

You hear the ringer & the **Handsfree Speaker** key flashes. To answer:

EITHER: Lift the handset

OR: press the **Handsfree Speaker** key

Note you can switch to handsfree or to the handset again at any time during the call

Call Pick-up
If you can hear a specific phone ringing & you want to answer it from your own phone you can do so by entering a feature code:

* * followed by the extension number of the ringing phone

Conference Calls

Your Gigaset Phone can support conference calls for multiple parties
[DE310 & DE410 Three parties | DE700 & DE900 Five parties]

During an existing call press the **Conference** key. Dial the telephone number of the party you wish to include in the existing call.

Repeat to add more parties to your Conference Call

Additional Features

Call Recording (DE900 only)
During a call you can begin recording. After the call you can listen to the recording by using the Navigation Keys & selecting Messages. Select Call Records from the menu.

Do Not Disturb
Activating this feature will send callers directly to your Voice Mail or return engaged tone.

Mute
Activating this feature will mute the microphone during the call.