

Gigaset pro

> Quick start guide

Gigaset pro Maxwell 3

Version February 2018



BECAUSE IT'S YOUR BUSINESS.

Introduction



This quick start guide demonstrates key features of the Gigaset Maxwell 3 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
- Blind Transfer
- Call swapping
- Conference Call
- Call forward always
- Call forward busy
- Call forward No Answer
- Busy Lamp Field (BLF)
- Call Center (ACD)
- Remote Office










Additional Information













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










! This quick start guide is based on the software dd: February 2018, Maxwell 2.22 and the then available Broadsoft release.

Basic Call Features

The following basic call features are supported.






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

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

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




Call Transfer Attended

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**"  to transfer the call.
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

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**"  to transfer the call.
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

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



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

Conference Call




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.

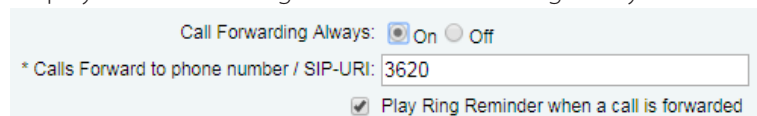
1. During the call press the **Hold** key  to put the call on hold.
2. Enter the phone number.
3. Press the Right Soft key „**Dial**“ .
4. Or the phone starts dialing automatic, 5 seconds after the last digit.
5. Wait until the call is answered.
6. Press the **Conference** key  to start the conference.

Call forward always

All incoming calls are forwarded to another telephone number. Your phone will not ring except you have Ring Splash activated on the platform. Then your phone will play one ringtone and show "Ring Splash" on your display.

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**

The Call forward is enabled on the platform you can enable/disable this also using the web-interface of the platform. If enabled, you see this on the Maxwell Display. Users: Incoming Calls – Call Forwarding Always.





Via Feature code - Enable:     <Phone number>

Via Feature code - Disable:    

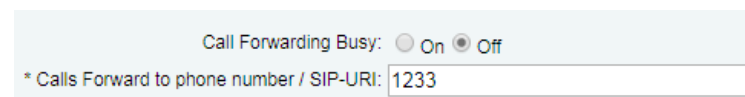
Call forward busy

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

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**

The Call forward Busy is enabled on the platform you can enable/disable this also using the web-interface of the platform.

Users: Incoming Calls – Call Forwarding Busy





Via Feature code - Enable:     <Phone number>

Via Feature code - Disable:    

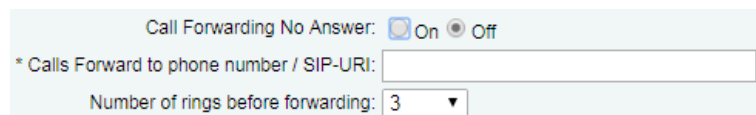
Call forward No Answer

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

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**

The Call forward No Answer is enabled on the platform you can enable/disable this also using the web-interface of the platform.

Users: Incoming Calls – Call Forwarding No Answer



Via Feature code - Enable:    <Phone number>



Via Feature code - Disable:   

Busy Lamp Field (BLF)

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

1. The administrator or user has configured on the Broadsoft platform the BLF keys. Users: Client Applications – Busy Lamp Field.
2. Every “empty” function key on your Maxwell is automatic configured as BLF key.

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. 

Call Center (ACD)

The user can be an Agent of one of the configured Call Centers. The Agent can change the status:

- Login / Logout
- Available
- Unavailable

The ACD status is shown on the display of the Maxwell.



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1. To login Press the Right Soft key "**Login**". 
 2. The ACD status is automatic set to "**Available**".
 3. The agent can change the status to Unavailable via the Left Soft key "**Unavailable**". 
 4. Or switch back to "**Available**". 
 5. to logout Press the Right Soft key "**Logout**". 

The automatic wrap-up time is set by the Call Center supervisor and is shown on the display when activated. The Agent can change the status to Available using the Left Soft key.

When the user is also using flexseating, the logout will also logout the user as ACD agent and flexseating.


Remote Office


Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. This service directs all calls coming to your business phone to ring the remote office phone.


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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 "**Remote Office**".
 4. You can change the status between **On** and **Off**.
 5. Enter the **Phone Number**.



Phonebook

Broadsoft supports the following phone books: Personal, Group, Group Common, Enterprise and Enterprise Common. Which are available for you depends on the administrator of the platform.

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