## 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 R transfer key or the Soft Key labelled Ext. Call. The call is placed on hold



#### Internal user /group

Enter the phone number (or use the **Directory**) for the participant to whom you wish to transfer the call & wait



Listen for ringing & press the **End** key. Your connection to the participant is ended & the call is transferred



#### External number

Enter the phone number **with the defined prefix** for the participant to whom you wish to transfer the call & wait



Listen for ringing & press the **End** key. Your connection to the participant is ended & the call is transferred

#### 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.



Press the R transfer key or the Soft Key labelled Ext. Call. The call is placed on hold



### Internal user /group

Enter the phone number (or use the **Directory**) for the participant you wish to call & wait

#### External number

Enter the phone number with the defined prefix for the participant you wish to call & wait

When the other party answers....



EITHER: announce the call & press the End key to transfer

OR: to return to the held party press the **Options** soft key then select **End Active Call** then select **OK**[Note also the other Option to Conference both parties instead at this stage]

## 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 Q\_O icon in the display



Press the **Message** key or press and hold **1**. Follow the prompts for instructions

# Gigaset DECT / Hybird 120 GE ~ Line access code



## Internal Extensions

| Users |  |      |     | 50 | Voicemail |
|-------|--|------|-----|----|-----------|
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## **Handset Overview**



| 1 | Handsfree Speaker                     |
|---|---------------------------------------|
| 2 | Send key                              |
| 3 | Transfer key <b>R</b>                 |
| 4 | Soft Keys (call transfer during call) |
| 5 | Message Centre                        |
| 6 | Navigation key                        |
| 7 | End key                               |

## Making Calls

**External number** 

If you dial an external number, you need to use the defined prefix for the outside line. Enter the number

Internal user /group Enter the number

EITHER: Press the Send key

OR: Press the **Handsfree Speaker** key

**Last Number Redial** 

You can select from previously dialled numbers as follows:

Press the **Send** key

Scroll up and down until you see the number you want to call

Press the **Send** key

2

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 (0)

Press the Send key. The party is called

## Receiving Calls

You hear the ringer and the **Send** key flashes. To answer:

EITHER: Press the Send key 6...

OR: Handsfree Speaker key

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

### Call Pick-up

Directed If you can hear a specific phone ringing & you want to answer it from your own handset you can do so by entering a feature code:

# 0 followed by the extension number of the ringing phone

**Group** To answer any ringing phone in your Group enter the following feature code:

4

\* 0

## Additional Features

### **Keypad Lock**

To avoid accidental use (eg when handset is in your pocket) press and hold the # / lock key. You will hear a confirmation tone. Press and hold again to activate the keypad

### Ringer Off

To mute the ringer (eg when you are in a meeting) press and hold the \* / ringer key. You will hear a confirmation tone. Press and hold again to activate the ringer

#### Hold



To hold the current Call press R or the Soft Key labelled Ext. Call

To return to the held Call press the Soft Key labelled End

### **Other Useful Network Features**

 $\Rightarrow$ Call Forward Always on \*11 target # off #11 Call Forward on No Answer on \*12 target # off #12  $\Rightarrow$  $\Rightarrow$ Call Forward on Busy on \*13 target # off #13

\*90  $\Rightarrow$ Night mode on  $\Rightarrow$ Day mode on #90

 $\Rightarrow$ \*27 target Make announcement