Installation Guide - Call diverts

Introduction

In a professional environment, diverting the calls is essential for the daily business. Either during absence or mobile work.

Overview

- General information
- Visibility of call diverts
- Call divert rules
 - Add new call divert rule
 - Edit call divert rule

General information

General information

For the devices, ringing groups and VoIP connections, following types of diverts are available:

- 1. Always
- 2. When Busy
- 3. When no answer (5-120s, default: 30s)

The available target options are:

- DECT handset
- Group
- Fusion
- IVR
- SIP Phone
- Voicemail (only for VoIP connections)
- Phonenumber (manually entered external phonenumber)

For the internal options, only the real available options are presented.

Attention

Only the VoIP connection and call divert rule are allowed to divert directly to the voicemailboxes.

If multiple diverts are active in parallel, following prioritization takes place:

- 1. Call divert rule
- 2. Call divert for VoIP connection
- 3. Call divert for groups
- 4. Call divert for users

Visibility

Visibility of call diverts

In order not to flood the Phone interface of the Fusion, the displayed call diverts are limited. The administrator can select which call divert should be shown in the Phone display of the Fusion.

These can be found in the Menu Settings Telephony Call divert



or via the Call divert widget



The selection needs to be done in the Web interface of the Fusion, in the call divert details:

iettings	Call divort	dotaile		
🕞 Contacts 🗸 🗸	Call divert			
🗞 Telephony 🔨	1			
Phone devices	Calls for			^
Connections	DEVICE	Cassandra - 14		
Call diverts				
Number handling				
Dialing plans	Divert			^
Advanced settings	ALWAYS			
Voicemails	WHEN BILLY			
Audio				
Device	WHEN NO ANSWER			
© System ✓				
⊛ Smart Home ✓	Divert displayed on phone interfa	ice		^
₿ Network ✓		-		
⊘ Service ✓	SHOW			
	•			
			Cancel	Save
۵ 🔹 ۵				

The list of the call divert widget is scrollable.

Call divert rules

Call divert rules

It is possible to add up to 20 call divert rules to the Fusion. All call divert rules are visible by default in the Call divert widget in the Phone and Web interface.

This is also the most intuitive way to control your call diverts with the Fusion.

Add new call divert rule

For adding a new DECT handset, the admin can start the wizard via the Web-interface in Settings Telephony Voicemails Add rule

What is editable during the wizard?

- Name of the rule (presented in overview and the widgets)
- Mode (Manual/Scheduled)
- Enabled (On/Off)
- Schedule (if Scheduled were selected)
- Devices and Connections
- Mode (Announcement/Announcement & Number/Number)
- Announcement (depends on mode-selection)
- Number (depends on mode-selection)

Name, mode, activation:

Gigaset Fusion	Search	⊕ en ②
🛆 Call divert rule wizard	×	
	Name6Mode Schedule Device Target Finish	
	Call divert rule	
	Enter the name for the rule and select the activation mode. If you select manual mode you must deactivate/activate the rule via the phone or web interface.	2,
	NAME My test rule	
8900	MODE Scheduled V	
	ENABLE	
	Back	•

Scheduler (only shown when "Scheduled" is selected):



Devices and Connections:

Gigaset Fusion	Search	⊕ EN (©
🛆 Call divert rule wizard	×	
	Name0Mode Schedule Device Target Finish	
	Devices and Connections	
	Select the numbers or devices which should be affected by this call divert rule.	
	· · · · ·	8
	: IFT	8
	1 IN 21	Û
	Available devices and numbers	
	: Cassandra Stevens	+
	: Claudia Arnold	+
	: Fusion 10	+
	: Michael Roth	+
	: Tom Smith	+
	a ana	+

Target:

Gigaset Fusion	Search			Q			⊕ en	0
Call divert rule wizard	×							
		Name&Mode	Schedule	Device	Target	Finish		
\square	7 Pie	Call div	ert ta	arget				
	мо	DE	Announ	icement & Number		~		
	ANN	IOUNCEMENT	09.12.20	022 - 14:26:47		~		
	NUM	ABER	Fusion 1	10 - 10		\checkmark		
		Back				Next		

Summary;



(j)

(i) Attention

External diversion numbers can be entered when you select from the Number-dropdown list the option "External number".

Overview

In the overview all important infos are presented. The name, mode, affected phone numbers and activation state are presented here. The activation state is synchronized with the widgets.

GIGASET Fusion	Search		۹		() EN
ettings	Ringing groups				^
Contacts ∨	Number 1	Diversion type	Divert to	On phone	
📞 Telephony 🔨	Specific Contract			Hide	0
Phone devices	10100101000-10			Hide	0
Connections	Sec. 1 - 10			Hide	0
Call diverts					
Number handling					
Dialing plans	Call divert rules				^
Advanced settings					
Voicemails	Name	Activation mode	Phone numbers	Activation	
Audio	Frontdesk not occupied	Manual	NOT: LICELEDET	۲	Ē /
Device	Closing times	Scheduled	TABLE 1	۲	8 /
🗇 System 🗸 🗸	Dr. Miller not present	Manual	ater	۲	Û /
€ Smart Home ✓	 Add or manage up to 20 call. 	divert rules			
lg Network ✓					
⊙ Service ✓	Unused numbers				^
	Available external numbers that an	e not assigned to a device or group	can be forwarded to a device or voice	mail by default.	

Edit call divert rule

All necessary settings can be edited later on in the Web interface call divert rule details.

Gigaset Fusion	Search		Q		⊕ EN
ettings					
☉ Contacts 🗸	Call divert ru	le			
e Telephony	Configure and update the details of your	call divert rule			
hone devices	Laws and				
onnections	Call divert details				^
all diverts	NAME	My test rule			
umber handling					
faling plans	ACTIVATION MODE	Scheduled		v	
dvanced settings					
oicemails	Schedule				^
udio					
Device V	Draw & Erase	6	12	18	24
) System 🗸 🗸	Monday 🗸			10	Ū.
) Smart Home 🗸 🗸					
8 Network 🗸	Tuesday 🗸				Ū
	+ Add days				

Name

Name of the Call divert rule. Shown in the Phone and Web interface widgets.

Activation mode

The call divert rule can automatically be activated via the configured schedule or manually via the widget. You can also deactivate the scheduled rules, in case there are exceptions from the schedule when the divert should not be active.

Schedule

If scheduled were selected, the automatic activation can be configured by adding days to the schedule and drawing the timeslots where the calls should be diverted to the target. By clicking into the orange marked sections, a popup for detailled definition is shown:

Settings					
🕞 Contacts 🗸 🗸	Call div	ert rule			
🗞 Telephony 🔨					
Phone devices		_		_	
Connections		 Edit time: Mor 	nday	×	
Call diverts	NAME	Start time	End time		
Number handling	ACTIVATION MODE			~	
Dialing plans		→ →	- 12 : 30		
Volcompile					
Audio	Schedule	Cancel	Save		^
Device	/ Draw 0	Erase		_	
🗇 System 🗸 🗸	Monday	0	6	12 18	24
Smart Home	Monday				3
	Tuesday	~			Û
6 0 4	+ Add days)			

It is possible to erase sections of a timeslot by selection "Erase" and drawing over the marked areas. In addition the whole day can be deleted by clicking on the trashcan-icon on the right side.

Gigaset Fusion	Q_	⊕ en	0
Settings	Divert calls for	^	
Contacts ~	Active devices		
Phone devices	r Fritzbock 600276 E		
Call diverts	Tom Homeoffice Available devices and phone numbers		
Number handling Dialing plans	Cassandra Stevens Cassandra Stevens Caudia Arnold		
Advanced settings	: Fusion 10 -		
Voicemails Audio	I Michael Notin +		
Device	_ \$ kity 16		
System	Divert to	^	
ts Network V	Divert Hoot		

Devices and connections

The affected connections and devices can be added and removed by the icons on the right side or via drag'n'drop.

Gigaset Fusion	Search	٩		⊕ EN _ (2)
Settings	tom nomeonice Available devices and phone numbers			8
□ Contacts ∨	Cassandra Stevens			+
🗞 Telephony 🔨	: Claudia Arnold			+
Phone devices	: Fusion 10			+
Connections	: Michael Roth			+
Call diverts	: Tom Smith			+
Number handling	: kilby 16			+
Dialing plans				
Advanced settings	Divert to			^
Voicemails				
Audio	DIVERT MODE	Announcement θ Number	~	
Device	ANNOUNCEMENT	09.12.2022 - 14:26:47	~	
© System ∨		Evilar 40, 40		
Smart Home	NUMBER	LO2001 TO = TO	¥	
₿ Network ✓	•			
۵ • ۵			Can	cel Save

Divert to

There are 3 options available: Number, Announcement, Announcement&Number. When *Number* is one of the options, the dropdown list contains all internal devices, groups, IVRs and voicemailboxes for an easy selection.

To enter an external phonenumber, please select "External Number" from the top of the list.