

# 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.

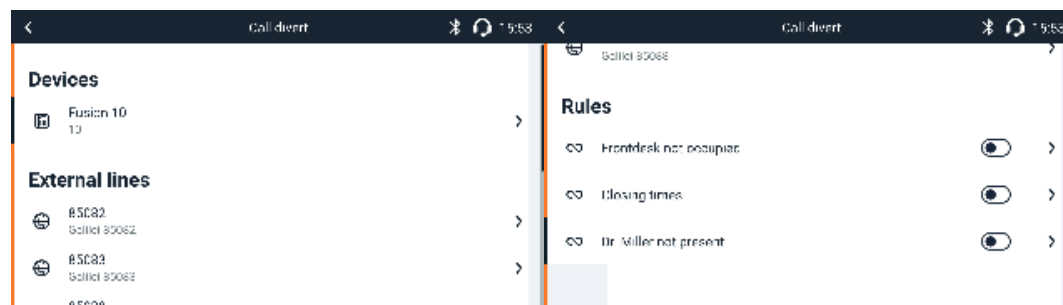
If multiple diverts are active in parallel, following prioritization takes place:

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

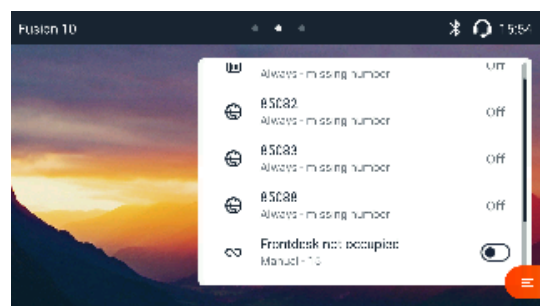
# Visibility of call diverts

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.

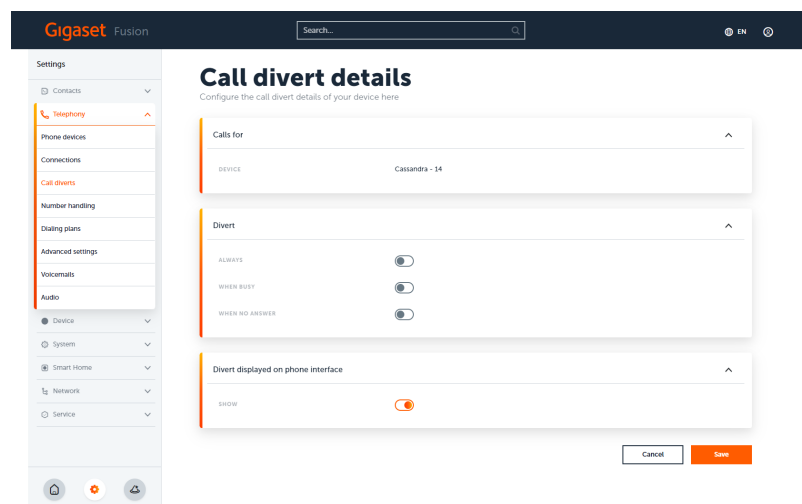
These can be found in the Menu Settings Telephony Call divert



or via the Call divert widget



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



## Attention

The list of the call divert widget is scrollable.

# 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.

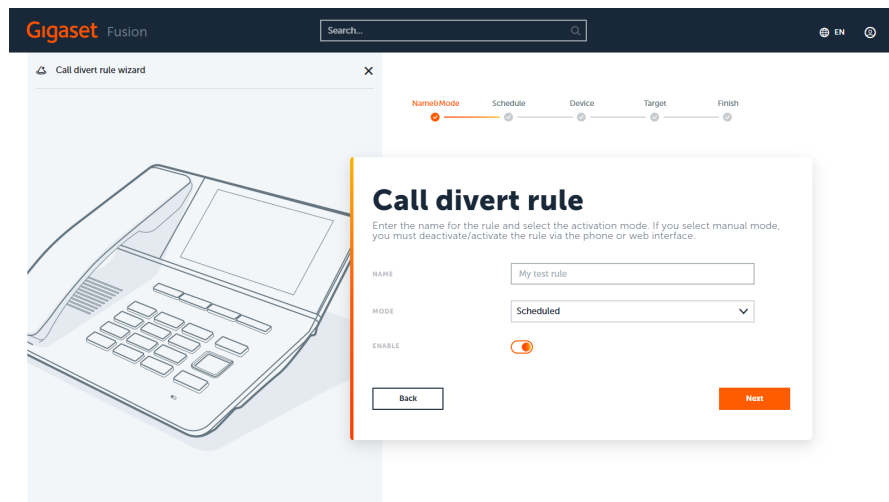
## Add new call divert rule

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

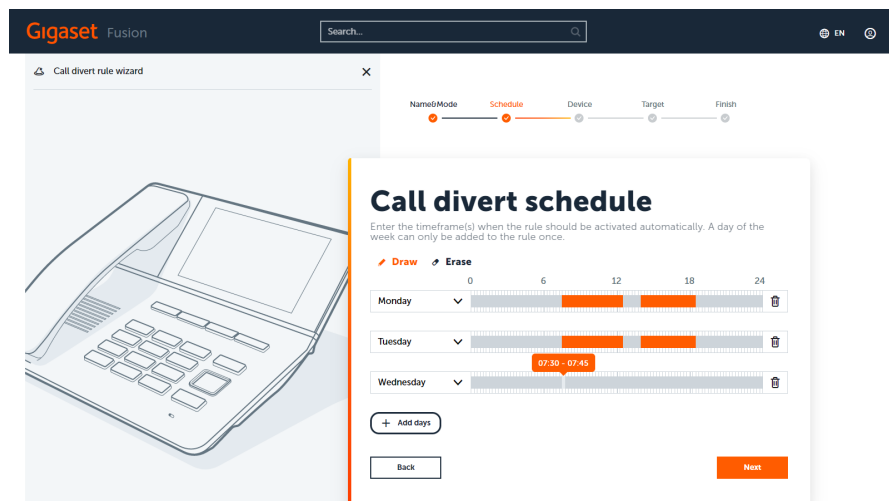
What is editable during the wizard?

- 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:



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



### Devices and Connections:

**Gigaset** Fusion

Search...

Call divert rule wizard

Name/Mode Schedule **Device** Target Finish

## Devices and Connections

Select the numbers or devices which should be affected by this call divert rule.

Active Devices and Numbers	
+ [Icons]	[X]
+ [Icons]	[X]
+ [Icons]	[X]

Available devices and numbers	
+ Cassandra Stevens	+
+ Claudia Arnold	+
+ Fusion 10	+
+ Michael Roth	+
+ Tom Smith	+
+ [Icons]	+

Target:

Gigaset Fusion

Search...

Call divert rule wizard

Name@ModeScheduleDeviceTargetFinish

Call divert target

Please select the target

MODEAnnouncement & Number

ANNOUNCEMENT09.12.2022 - 14:26:47

NUMBERFusion 10 - 10

Back

Next

Summary;

The screenshot displays the Gigaset Fusion web interface. At the top, there's a navigation bar with the 'Gigaset Fusion' logo and a search bar. Below it, the 'Call divert rule wizard' is shown with a progress indicator consisting of five steps: Name/Mode, Schedule, Device, Target, and Finish. The 'Finish' step is highlighted in red, indicating completion.

A large, semi-transparent image of a Gigaset Fusion phone is overlaid on the left side of the page. To the right, a white modal window titled 'Successfully completed' provides details about the added call divert rule:

- Name:** My test rule
- Schedule:** Monday: 07:30 - 12:30, 14:00 - 18:30; Tuesday: 07:30 - 12:30, 14:00 - 18:30
- Devices:** A row of device icons representing various mobile phones.
- Announcement:** 09.12.2022 - 14:26:47
- Target Number:** 10

A red 'Finish' button is located at the bottom right of the modal window.

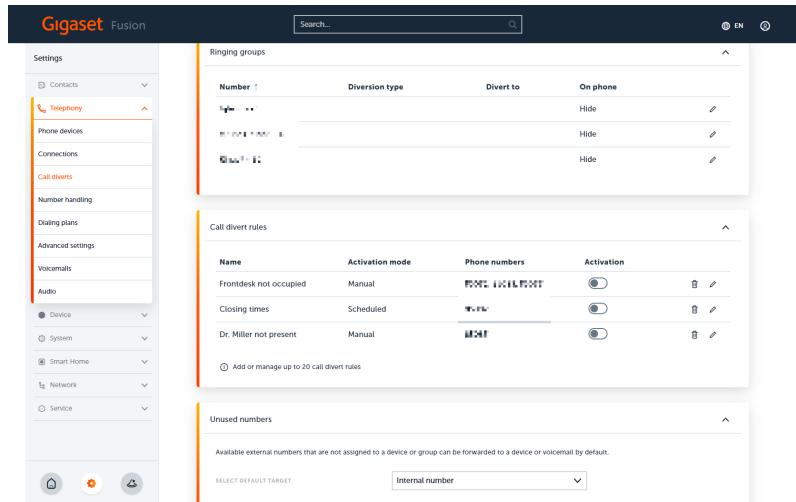


## Attention

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

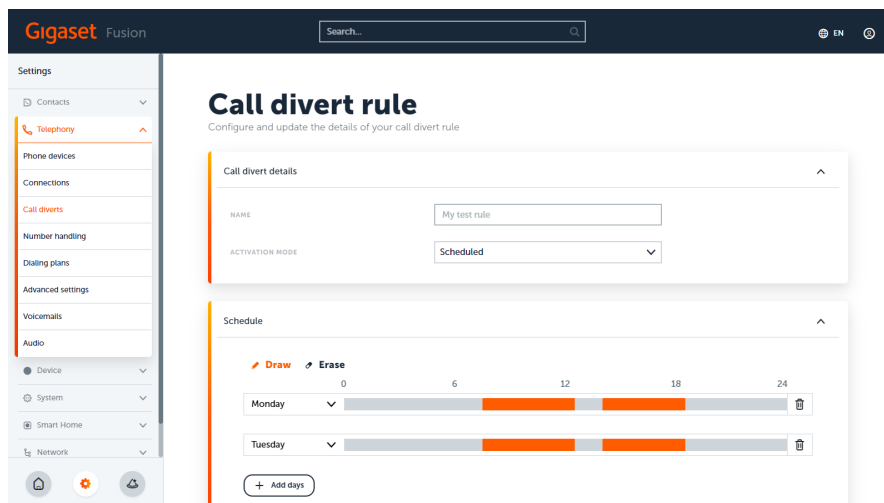
## Overview

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.



## Edit call divert rule

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



### Name

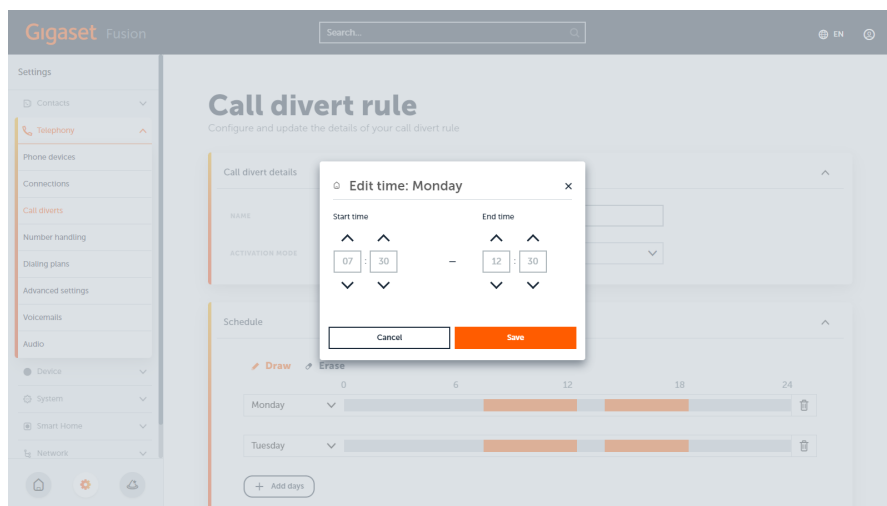
Name of the Call divert rule. Shown in the Phone and Web interface widgets.

### Activation mode

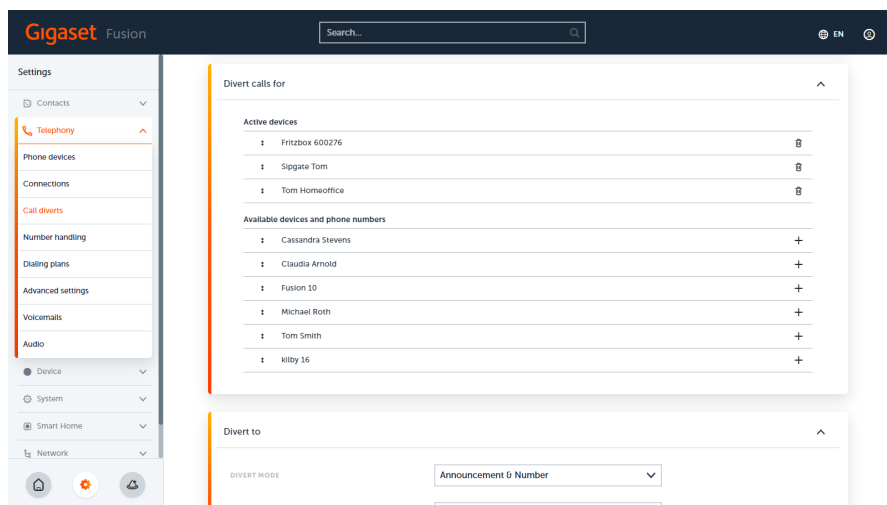
The call divert rule can automatically be activated via the configured schedule or manually via the widget. You can also deactivate the scheduled rules, in case there are exceptions from the schedule when the divert should not be active.

### 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 detailed definition is shown:

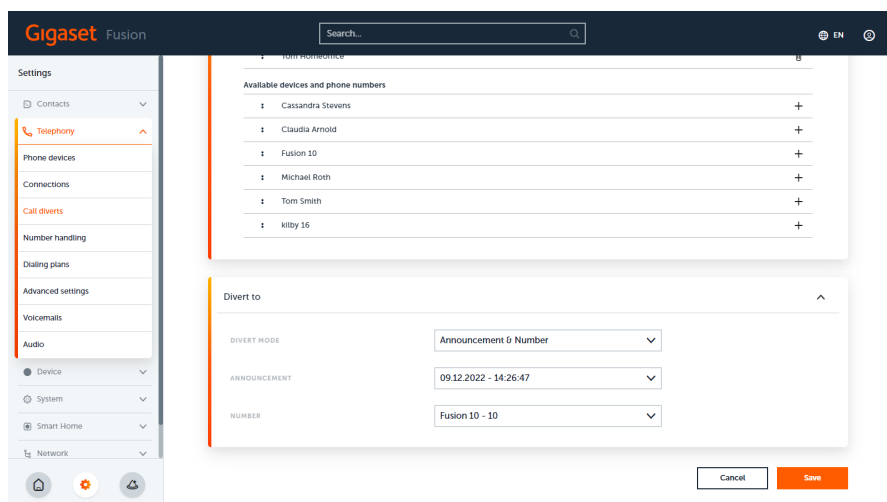


It is possible to erase sections of a timeslot by selection "Erase" and drawing over the marked areas. In addition the whole day can be deleted by clicking on the trashcan-icon on the right side.



### 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.



### 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.