

FAQ Call transfer - Hold on transfer target

In all Gigaset IP PRO extensions there are extra options for the following function available via the WebGui:
Call Transfer

Call Transfer:

In our DEXXX phones the following option is available:

Unattended call transfer:

Possible options: Early attended OR Semi-attended

In our DECT systems (N510 IP PRO and N720 IP PRO) and the DEXXX phones the following options are available:

Hold on transfer target:

Possible options: for attended transfer AND/OR for unattended transfer

Screenshots of the WebGui.

Network	DTMF over VoIP Connections	
Telephony		
Connections	Automatic negotiation of DTMF transmission ☒ Yes ☐ No	
Audio	Send settings of DTMF transmission ☐ Audio ☒ RFC 2833 ☐ SIP info	
Number Assignment	When using G.722 codecs (wideband connection), DTMF signals cannot be transmitted over audio.	
Call Divert		
Dialling Plans		
Network mailboxes		
Advanced VoIP Settings	Call Transfer	
Messaging	Use the R key to initiate call transfer: ☐ Yes ☒ No	
Info Services	Transfer call by on-hook: ☐ Yes ☒ No	
Directories	You can define the choice of target address in the SIP protocol.	
Management	Find target addr. automatically: ☐ Yes ☒ No	
	Derive target address: ☒ From SIP URL ☐ From SIP contact header	
	Hold on transfer target: ☒ For attended transfer ☐ For unattended transfer	

N510 IP PRO

▶ Network and Connections

▶ VoIP Providers

▶ Mobile Devices

▼ Telephony

▶ Dialling Plans

▶ Advanced VoIP Settings

▶ Info Services

▶ Online Directories

▶ Management

DTMF over VoIP Connections

Automatic negotiation of DTMF transmission ☐ Yes ☒ No

Send settings of DTMF transmission ☐ Audio ☒ RFC 2833 ☐ SIP info

G.722 Codec

Enabling or disabling the G.722 codec will restart the system. Connections with mobile devices will be terminated.

Enable wideband via codec ☐ Yes ☒ No

G.722

One base station enables a maximum of 4 wideband calls.

G.729 Codec

For activation of a G.729 licence a connection to the internet is required.

Activate G.729 codec

Call Transfer

Use the R-key to initiate call transfer with SIP Refer method ☐ Yes ☒ No

Transfer call by on-hook ☐ Yes ☒ No

You can define the choice of target address in the SIP protocol

Determine target address automatically ☐ Yes ☒ No

Hold on transfer target ☒ For attended transfer ☐ For unattended transfer

N720 IP PRO

Configuration Assistant

Settings

Status

▼ Network and Connections

LAN Settings

Server and Phone Systems

QoS Settings

VoIP Settings

Security Settings

▶ Telephony

▶ Messaging

VoIP Settings

Call Transfer

Unattended call transfer ☐ Early attended ☒ Semi-attended

Hold on transfer target ☐ for attended transfer ☐ for unattended transfer

DEXXX IP PRO

Explanation of used method.

Implemented according to Unattended Call Transfer - Semi-Attended Transfer Call Flow which is explained in the RFC5589

RFC 5589 SIP CC Transfer June 2009

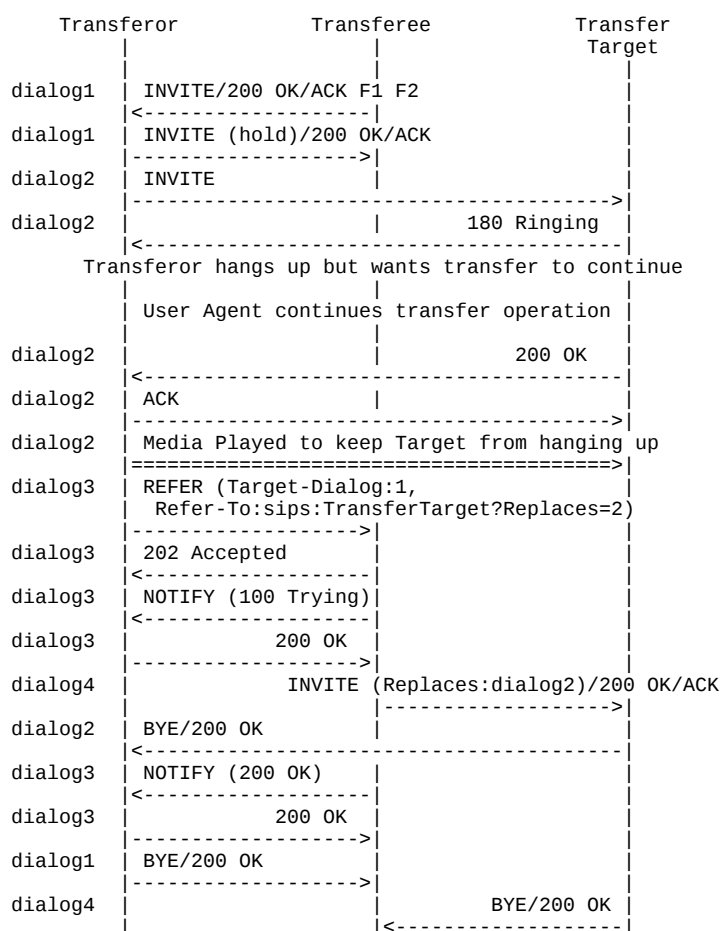


Figure 11: Recommended Semi-Attended Transfer Call Flow

Call transfer SIP refer mechanism is aligned with Gigaset product behavior.

Acceptance criteria/ definition:

1. DExx devices have implemented the "semi-attended" call transfer method as defined in RFC5589. This method does not replace already existing "Early attended call transfer" User can select which method of unattended call transfer want to use ("semi attended" or "early-attended". This can be done via WEB-GUI. Settings are global (affect all voip accounts)
 2. Unattended call transfer method can be also changed via provisioning - (new parameter is introduced)
 3. Default method set is "Early attended call transfer"
 4. In addition to unattended call method selection, the user can select whether transfer target is put on hold. For that reason WEB-GUI provides a switch "Hold on transfer target" to enable/disable this functionality for both attended and unattended call transfer.
 - "Hold on transfer target" can be enabled for Attended Call transfer or "Semi-Attended Call transfer" method (from Unattended Call Transfer), when "Early Attended Call transfer" is selected functionality is not available (grayed out)
 - "Hold on transfer target" setting is global - valid for all VoIP accounts
 - "Hold on transfer target" default settings are: For attended transfer -YES, For unattended transfer -NO
 - "Hold on transfer target" setting can be also provisioned
- Attended Transfer (RFC5589 chapter 7.3)
 - Semi-Attended Transfer also known as "unattended transfer" (RFC5589 chapter 7.6)
- <http://tools.ietf.org/html/rfc5589>

Also to be complementary with some PBXs on the market like HiPath (now Unify) or others. It extends above methods by putting/removing the SIP INVITE before the SIP REFER. It can be done by placing or not the check-mark near the feature 'Hold on transfer target':

The options are:

- Attended Transfer Call:

- o Hold on transfer target: YES (check-mark checked)
- o Hold on transfer target: NO (check-mark unchecked)

- Semi-Attended Transfer

- o Hold on transfer target: YES (check-mark checked)
- o Hold on transfer target: NO (check-mark unchecked)

- [Call Transfer:](#)
- [Screenshots of the WebGui.](#)
- [Explanation of used method.](#)
- [Acceptance criteria/ definition:](#)