Gigaset Maxwell 10 - Phone App

Phone App overview

The Phone App is your central tool to manage all your calls.

Dialling, answering, hold, retrieve, conference, forwarding, recording - everything is possible with this app. And in many different flavours - but always intuitive and easy!

Initiate a call

Initiating a call is of course possible via the dialpad, but also other options like calling back from the call list, chosing a number from the contacts or the programmed keys, can be used.

When using the **dialpad**, you can switch to the keyboard and enter a SIP URI. In the **call list** just press on one entry and the phone will start dialing the number. You can switch then seamlessly between loudspeaker, headset or handset (if connected). The **directory** will display you all your available contacts. When a contact has more than one number, a popup will appear where you can choose the right number. The **programmable keys** have multiple functions, dependend on your setup. As a speeddial key it will just dial the appropiate number. When you have set up a BLF key, it will show you also the status of the user, so you can dial him, or pickup his call when his phone is ringing.

Accepting a call

When a call is coming in, you have multiple options: The most common one is of course to accept the call by picking up the handset, using the headset or the loudspeaker. But you can also directly reject the call, forward the call to the answering machine or forward the call to a number from the contacts, programmable keys or call list.

The first incoming call will show you a popup in front of the active phone app. At the bottom of the popup you can see some of the mentioned options. When you are already in an active call and call waiting is activated for your account/device, the next incoming calls will show up in the right, upper section of the screen. There you can choose what to do. For rejecting the call, just press the red phone-button. You can then select in a popup which call should be ended. By tapping the new caller, the original call will be put automatically on hold.

Managing active calls

In a situation with more than one active call you can use the intuitive drag'n'drop functionality of the Maxwell 10. With two calls, just press short on the call on hold to swap the calls, or you can drag'n'drop the call to the center of the app.

In this case you have three options: Invite the caller to a conference, swap the calls or transfer the call.

These are the most used options, but also here, others are available! Select first the directory, call list or programmable keys on the left side and then drag'n'drop the call on hold to the number you want. The call is then transferred directly!

Video call

When the other party and the system you're using is capable to perform video calls, you can see the Video Call tab on the top of the phone app. Please make sure, that the connection has sufficient bandwidth available. By default the video will be transmitted in 720p (H.264 codec). You can change the resolution in the web-interface of the phone. Available codecs are H.263, H263+ and H.264, resolution is possible in VGA, QVGA, 720p and 1080p (with external camera).

You can always switch between the video tab and the call editor. As soon as you activate the camera, a green light on the top of the Maxwell 10 will be activated to show you the activity. by double-clicking on the video, you can choose between different arrangements of your and the other video.

Outgoing Call

An outgoing call can always initiated by several options:

1. Dialpad
2. Directory or contact details
3. Call lists
4. Programmable keys

On the left side of the phone app you have access to all four options. When a contact has multiple phone numbers configured, you can choose which should be used for this call.

Depending on your environment you have also multiple options to make the call via:

1. Handsfree / Open Listening
2. Headset (RJ9/EHS/USB/Bluetooth/DECT)
3. Handset (DECT/RJ9)

When you have a handset connected to your Maxwell 10, you can of course hang up the call by putting the handset back to the cradle.

When a contact is busy, you can also place a callback during this call. as soon as the contact is available again, you will receive a callback from this contact.

Incoming Call

Also during incoming calls you have several options to accept the call:

1. Handsfree
2. Headset (RJ9/EHS)
3. Handset (DECT/RJ9)

To accept a second call (check the call waiting setting!), just press on the caller symbol in the right column. The first call will be put on hold directly.

Or use drag'n'drop!

In this case you have two options:

1. accept the call
2. initiate directly a local 3-party conference

But you can also reject the call directly or forward him to the mailbox by pressing the according symbol in the call dialogue.

When rejecting the 2nd call a dialogue will open up to select the call which you want to reject.

Hold

Putting a call on hold ispretty easy: just drag'n'drop the call to the calls on hold area in the right, lower section of the screen.

To retrieve the call, just click on it. Or drag'n'drop the call again back in the center of the app. The drag and drop action is always possible, also when you have multiple calls.

Call Transfer

Maxwell 10 supports several ways of transferring a call.

Blind Transfer

A blind transfer is a transfer of a call to a 3rd party without consultation.

There will be an automatic recall, if the 3rd party is not reachable or rejects the call.

Click and hold (long press) an active contact and drag and drop it on another contact. This will initiate a blind transfer.

You can drop the contact on the call list, a BLF key, short dial key or directory entry. If you drop it on the dial pad you have to enter a phone number and hang up.

Attended Transfer

An attended transfer is a transfer with consultation.

You have to put the active call on hold first and call a second party. Then drag and drop the hold party onto the "transfer area".

Call Swap

A call swap is very similar to the call hold. Depending how many calls are active, just tapping the caller can swap the call or you have to use the drag'n'drop option.

When you use the drag'n'drop option you have again the possibility to initiate a conference, swap the call or transfer the call.

Conference

When a second call is coming in, you can directly initiate a conference by drag'n'drop the call from the Incoming Call list to the middle of the screen.

This can be done with every additional call which is coming in!

Direct conference

If you have a call established and you want to call a 3rd party into this call, open the dialpad, press the green receiver-symbol (with +), enter the phone number and start dialing. The call will be established directly as a conference.

Conference with callback

Another way to establish a conference from an active call is to put the first caller on hold, open the dialpad, press the green receiver (with +), enter the phone number, start dialing, wait for active call and then drag'n'drop the call on hold to the conference-option.

Phone Widget overview

With the Phone Widget you have always access to your dial pad and start a call directly from the Home Screen.
To dial a number, just enter a phone number and start the call by putting up the receiver, pressing the Handsfree button or the Headset button.
If you have to dial a SIP URI, just press the Keyboard button. The Phone App will start and the keyboard will popup.
You can also add a entered number to the directory. Just press the "add do directory" key.