

Transferring calls on Gigaset Dect handsets



There are two types of transfer on a Gigaset IP DECT phone. The first way is called a DECT transfer and can only be used to transfer a call to another handset registered to the same base station.

The second type is a SIP transfer and can be used to transfer a call to any other number using your VoIP service provider or PBX.

Please note that you cannot transfer analogue/PSTN call to an external pstn number.

DECT/Internal Transfer How-To

1. During a call, press the "int" key on the handset. This is usually the left hand button on the four way navigation key in the middle but it depends on the handset model.
2. The person you were talking to now hears some awful music on hold generated by the Gigaset phone itself! which can be turned off from the web interface.
3. You will see a list of the other DECT devices registered to the base station, select one of the the dect handset and press the green dial button and it will start ring.
4. Announce the call and press the Red hangup key when ready to transfer.

SIP/External Transfer How-To

An external transfer is made a lot easier if you change a setting in the web interface of the phone before hand. You only need to do this once by the way!

There are two settings to look at. First setting is called "Transfer Call by On-Hook" and is found by clicking "settings" then "telephony" and "advanced" in the web interface. Change it to "yes". Other settings is "Use the R key to initiate call transfer" and found on the same page, change it to "yes"

After this the actual transfer process is fairly straight forward:

1. During a call, press the R keys on the handset which can be found on the lower left or right side of the keypad
2. Dial a number and press the green button to make a call.
3. When you are ready to transfer, simply press the hang up key on the Gigaset handset and the other two callers are connected.