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Call Transfer

Description

This feature enables a User to transfer a call to another number using a number of different methods and is able to have failed transfers returned to the originating party.

Function

Call transfer is used to allow callers to transfer calls between parties.

Configuration/Operation

You can transfer an external incoming call to another party in one of the following ways:

- Blind Transfer: Transfer a call directly to another party without consulting.
- Semi-Attended Transfer: Transfer a call when receiving the ring-back.
- Attended Transfer: Transfer a call with prior consulting

To perform a blind transfer:

1. Press the Options soft key during a call, and then select Transfer.

   You can also press R directly.

2. Enter the number or select the handset you want to transfer the call to.
3. Press R or the Transfer soft key.

The call is connected to the number or the handset you specified.

To perform a semi-attended transfer via the handset:

1. Press the Options soft key during a call, and then select Transfer. You can also press directly.
2. Do one of the following:
   - Enter the number or select the handset you want to transfer the call to.

     Press , or OK to dial out.
   - Press the Directory soft key, and then select the desired contact.

     Press , or OK or the Call soft key.

     If both the office number and the mobile number of the contact are stored, select the desired number and then Press , or OK to dial out.
3. Press R or the Transfer soft key to complete the transfer when receiving the ring-back.

To perform an attended transfer via the handset:

1. Press the Options soft key during a call, and then select Transfer.

   You can also press R directly.

2. Do one of the following:
   - Enter the number or select the handset you want to transfer the call to.

     Press , or OK to dial out.
   - Press the Directory soft key, and then select the desired contact.

     Press , or OK or the Call soft key.

     If both the office number and the mobile number of the contact are stored, select the desired number and then press , or OK to dial out.
3. Press R or the Transfer soft key to complete the transfer after the party answers the call.

To transfer a call to another party when there are two calls on the handset:

1. Place a call to user A.
2. Place another call to user B.

Two calls are established on the handset.

3. Select the desired call (e.g., the call with user A) and make sure the call is active.
4. Press the Options soft key, and then select Call Transfer.

   The LCD screen displays the target party (user B) you will transfer the call to.

5. Press the Transfer soft key to complete the transfer.

   The handset returns to the idle screen. Call is established between user A and User B.

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