

Options for Transferring Calls

Using a Standard Phone:

Consultative (Warm) Transfer using "xfer" softkey

After call is answered:

- 1 Press "xfer" softkey (do NOT put Caller on hold).
- 2 Dial the extension of the person you want to transfer the call to.
- 3 Press dial (or # button).
- 4 Announce the call.
- 5 To complete transfer press "xfer" softkey.

To pull back a call:

- 1 Press "end call" softkey.
- 2 Press "resume" softkey.


Immediate Blind Transfer using "xfer" softkey

After call is answered:

- 1 Press "xfer" softkey (do NOT put Caller on hold).
- 2 Dial the extension of the person you want to transfer the call to.
- 3 Press "dial" softkey (or # button).
- 4 To complete transfer, Press "xfer" softkey.

Immediate Blind Transfer using "bxfer" softkey

After call is answered:

- 1 Press the phone's Navigation Button Arrow  to get to 2nd softkey menu (do NOT put Caller on hold).
- 2 Press "bxfer" softkey
- 3 Dial the extension of person you want to transfer the call to.
- 4 To complete transfer press "xfer" softkey.

Options for Transferring Calls

Using a Phone with a Sidecar:

In addition to the above you have these additional options:

Immediate Blind Transfer using Monitored Extension or Speed Dial on Sidecar After call is answered:

- 1 Press Monitored Extension Button on Sidecar - (call is transferred immediately)

Consultative (Warm) Transfer using "xfer" softkey

After call is answered:

- 1 Press "xfer" softkey (do NOT put Caller on hold).
- 2 Press the Monitored Extension Button on Sidecar.
- 3 Announce the call.
- 4 To complete transfer press "xfer" softkey.

To pull back a call:

- 1 Press "end call" softkey.
- 2 Press "resume" softkey.