

There are two methods for transferring calls: Consultative and Blind.

For both methods, use either the transfer button on your phone



or the third from the left contextual button located above the dial pad.

Consultative (default):

- 1.) Press and release the transfer button. The caller will be placed on hold.
- 2.) The phone display will ask who you would like to transfer to (image 1).
- 3.) Either dial a four digit extension or select someone in 'Contacts.'
- 4.) The phone will connect you to the dialed extension if they pick up.
If they do not pick up, the screen will return to step 2.
- 5.) Once connected, you have an opportunity to explain who the caller is and why you are transferring them. When ready, push the transfer button again to connect the caller to the line.
- 6.) Hang up.

Blind (alternate):

- 1.) Press and hold the transfer button.
- 2.) A menu will pop up allowing you to choose between both 'Consultative' and 'Blind' transfer options (image 3).
- 3.) Select 'Blind' either by pressing '2' or by scrolling to it using the directional arrows located to the right of the dial pad (image 3).
- 4.) The phone display will ask who you would like to blind transfer to (image 2).
- 5.) Either dial a four digit extension or select someone in 'Contacts.'
- 6.) The phone will disconnect you as soon as the transfer initiates.

Note: If you have changed your default transfer type to 'Blind,' switch step 1 in both categories.

End of Documentation

