

Quick Tip

Transferring Calls on SoundPoint® IP Phones



This quick tip provides step-by-step instructions on how to transfer calls.

This information applies to SoundPoint® IP phones running SIP application version 1.6.6 or later.

Introduction




A call can be transferred in one of three ways:


- Consultative transfer – The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
- Blind transfer – The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.
- Attended transfer – The conference parties are automatically connected to each other after you exit the conference.

For more information on transferring, see the User Guide appropriate to your SoundPoint® IP phone.

Transferring a Call

To transfer a call:

1. During a call, press  or the **Transfer** soft key (the active call is placed on hold).
2. Do one of the following:
 - a Enter the number to which you want to transfer the call.
 - b Press , select *Contact Directory*, use the arrow keys to access the number, and then press the **Dial** soft key.
 - c Press , select *Call Lists*, select the appropriate list, use the arrow keys to access the number, and then select the **Dial** soft key.





3. As soon as the ring-back sound is heard or after the party answers, press  or the **Trnsfer** soft key to complete the transfer.

You can talk privately to the party to which you are transferring the call before the transfer is completed.



If you are using a handset, the transfer can be completed by putting the handset on the cradle.

You can cancel the transfer before the call connects by pressing the **Cancel** soft key.

To perform a consultative transfer:

1. During a call, press  or the **Trnsfer** soft key (the active call is placed on hold).
2. Do one of the following:
 - a Enter the number to which you want to transfer the call.
 - b Press  , select *Contact Directory*, use the arrow keys to access the number, and then press the **Dial** soft key.
 - c Press  , select *Call Lists*, select the appropriate list, use the arrow keys to access the number, and then select the **Dial** soft key.
3. After the other party answers, talk privately to that party, and then press  or the **Trnsfer** soft key to complete the transfer.

To perform a blind transfer:

1. During a call, press  or the **Trnsfer** soft key (the active call is placed on hold).
2. Press the **Blind** soft key.
3. Do one of the following:
 - a Enter the number to which you want to transfer the call.
 - b Press  , select *Contact Directory*, use the arrow keys to access the number, and then select the **Dial** soft key.

- c Press **Directories**, select *Call Lists*, select the appropriate list, use the arrow keys to access the number, and then select the **Dial** soft key.

At this point, the call is connected to the number to which you are transferring them.

To perform an attended transfer:

1. Call the first party.
2. Press **Conference** or the **Confrnc** soft key to create a new call (the active call is placed on hold).
3. Call the second party.
4. When the second party answers, press **Conference** or the **Confrnc** soft key again to join all parties in the conference.
5. Press the **EndCall** soft key or hang up.

The other parties will continue to be connected.

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