

Transferring Calls



Phone calls take on a physical presence in that they have a point A and a point B component. Caller A places a call to you, person B, and when you want to transfer control of the call to point C is a transfer.

Phone State: While Connected with a Caller



Jargon defined: a “call transfer” is when you move the control of a call from you to another person. Call “park” is when you place the call’s control into a pre-defined slot in the phone system that will allow others to take control of the call from that slot.

CALL PARK OR CALL TRANSFER BOTH HAVE THEIR USE CASES. USE THE ONE THAT BEST MEETS YOUR NEEDS.

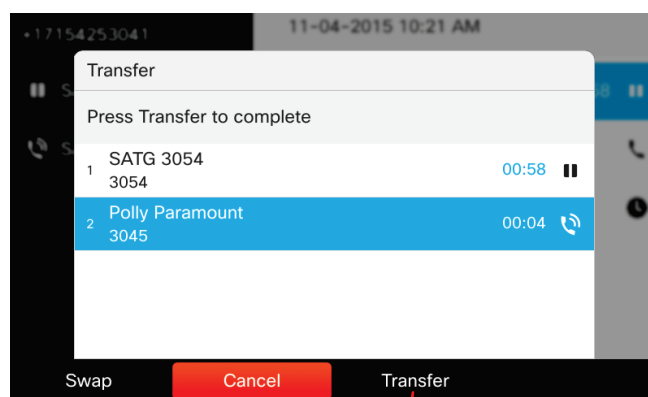
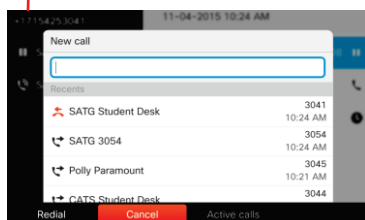
Step 1: While engaged in a call, press the **transfer button** in the lower right section of the phone keypad area.



Quick Tip

Dial a * before the 4 digit extension number to send a call directly to the voicemail of that extension user. i.e. *1234

Step 2: Place a new call to the person that you want to transfer this call. You can transfer a call to anywhere you are permitted to call whether that is a Cisco phone, cell phone or international number. Dial the number like a normal call including the 4 digits, 7+1, etc.



Step 3: When the party you transferring the call to answers, you can consult with them before connecting the original party. Press **Transfer** to complete the transfer of the call.

If the person does not answer: press **Cancel** to stop the transfer. Press the green flashing button to resume the call.

If the voicemail system answers: immediately press the **Cancel** soft key, then hang up using the red hang up button. Press the green flashing button to resume the call.

A call transfer will transfer the control of the call to a party that you know is positioned at a particular phone and is ready to receive the call. Parking a call may be more beneficial when the person you want to take the call is not at their phone and they need to be found. Once found, you can provide them the 4 digit number the system provided as a way to retrieve the call from the system