Call Transfer Methods

Method Comparisons & Instructions

Key

AXFer - Attended Transfer  The intended recipient is first asked if they are available to take the call.

BXFer - Blind Transfer  The call is transferred directly to the intended recipient.

Intended Recipient  Person being transferred to (transfer destination).

Original Caller  Person requiring their call be transferred.

Desk Phone Blind Transfers (BXFer)
Desk Phone Attended Transfers (AXFer)

1. Call Answered Requiring Transfer
2. AXFer DSS Key Method
   - Press AXFer DSS Key
     - AXFer DSS Key
     - AXFer DSS Key Method?
3. AXFer Manual Method
   - Put Caller on Hold
   - Press XFER Button
   - Dial Extension Number of Intended Recipient
   - Press Dial Button
4. Talk to Intended Recipient
5. Talk to Original Caller Before Transfer?
   - Yes: Press Resume Button on Original Caller
   - No: Talk to Original Caller
6. Press XFER Button
7. Transfer Complete
Cordless Phone Transfers

For more information on using your phone please visit dialplan.co.nz
For support with system configurations or problems please call 0800 342 575