



Consultative Call Transfer

Use this method to transfer a call with an introduction to the destination party. Calls may be transferred this way while active, held, or ringing (in) on your phone. In the latter case, the system redirects the call before it is answered.

Transfer a call with consultation:

- 1) Place the first call on hold in the Call Console by pressing **Hold** . You will see the green active call arrow  change to a blue pause  sign to the left of the calling party's information to indicate that the call is on hold.

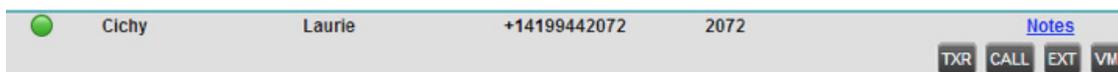


Figure 1 Active Call



Figure 2 Call On Hold

- 2) Locate the person you want to transfer the call to from the contacts pane and then press **CALL** .



3) Wait until the called party accepts your call and speak to the party.



4) When ready to transfer, in the *Call Console*, select one of the two calls.

5) Move the mouse over the non-selected call and click **Transfer** **TXR** .



6) The calls are connected and removed from the Call Console.

