

FEATURE: TRANSFERRING A CALL

SAANICH SCHOOL'S NEW PHONE SYSTEM

TRANSFERRING AN ACTIVE CALL

During a call, you can transfer the caller to another phone by extension, or phone number (like a cell phone.)

1. During a call, use either the **Transfer** hardware key or the button below the **on-screen option**.
2. Once pressed, the caller is on hold. **Dial the extension** or phone number of the person who you would like to connect the caller to
3. Press the button below **Transfer** on-screen, or the hardware button again
4. The caller is no longer connected to your phone.



If you transfer to an extension in-district and the call is declined or not answered (for example if no one is available to respond to a transfer to a classroom/shared phone) the caller will automatically **recall** your phone.

USING EXTENSION BUTTONS

If you have configured your phone with **Extension Appearance** short-cuts, you can use them to transfer a call.

1. During a call, use either the **Transfer** hardware key or the button below the on-screen option.
2. Press your **Extension Appearance** button for the extension you would like to transfer to.
3. Press the button below **Transfer** on-screen, or the hardware button again
4. The caller is no longer connected to your phone.