

## CALL TRANSFER / BLIND & ATTENDED

There are two types of **Call Transfer** functions on our phone systems.

While in an **Active Call** - you will notice the **bottom Screen Buttons change status**.

All models of phone are slightly different. The following examples are for general reference only as functions may vary between different models of phones. On some phones you press: **TRANSFER**, then the four bottom buttons will change again to show: **Blind / Bld. Transfer** and/or **Attended / Atn. Transfer** functions.

**1) BLIND TRANSFER** - you can transfer an active call to another extension with-out talking to the person/extension receiving the transferred caller. (This is a default setting and all phones will have this function by default.)

While in an **ACTIVE CALL** - to transfer a party to another extension - simply click the **TRANSFER button / BLD TFR**.

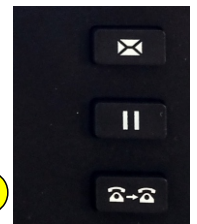
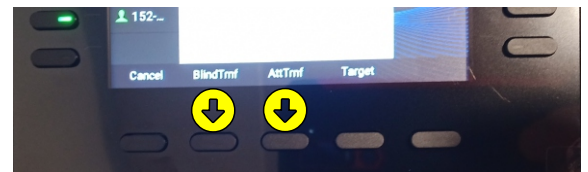
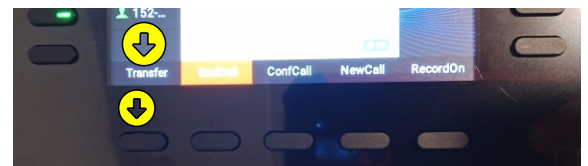
Then you can either **press the LED button on the side of the screen** (on equipped phones) or **dial in the actual extension number** you want to transfer the party to. Once the transfer is in progress, you can simply hang up the phone.

**2) ATTENDED TRANSFER** - you can transfer and active call but talk to the receiving person/extension first before the transfer completes. (This is a feature which needs to be set-up/enabled on each phone for it to be functional. Contact **PBXSystem.ca** to have it enabled if not present on your desk phone screen buttons during an active telephone call.)

While in an **ACTIVE CALL** - simply click the **TRANSFER button / ATN TRF**.

Then you can either **press the LED button on the side of the screen** (on equipped phones) or **dial in the actual extension number** you want to call to. You can then discuss the "caller" with the other user privately, then complete the transfer by hanging up - the caller will then be sent to that receiving party/extension user.

NOTE: You can also access the Transfer functions using the Transfer: 📞 → 📞 **BUTTON** next to the number keypad on the phone. (On phone models which are equipped with this key.)

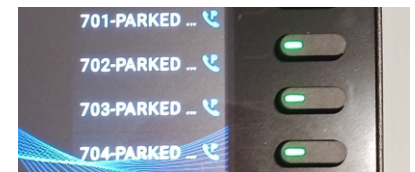


## CALL PARK - PARK ORBIT FUNCTIONS

**Call Park** is a more widely used and recommended feature instead of using the transfer functions...

Call Park allows you to "PARK" a caller in a "Park Orbit".

This is a GLOBAL HOLD function which allows that caller to be picked up from any other phone in the office.



When in a call with the caller, simply hit any of the **CALL PARK buttons (701, 702, 703, 704** - on most systems **PBXSystem.ca** sets-up).

The caller in the call park will show as **RED** on the button designating they are on hold in that park orbit button.

you can then **CALL** the other extension and tell them "Caller XYZ in hold for you in Call Park 701 (or, 702, 703, 704)".

This feature actually solves the issue of retrieving the caller. You as the parking party can grab the call directly from the same park orbit button if the other user does not pick them up. It can also ring back to you or a receptionist if the call is never picked up instead of losing the call altogether.