

RAZORLINE



How to Transfer Calls

Blind Transfer- (Default Transfer Action)

1. First, press either the ***Transfer*** soft key or the ***Transfer*** button (the caller will be placed on hold).
2. Then dial the extension or number you are transferring to.
3. Next, press the ***Send*** soft key.
4. Your caller will be transferred directly to the receiving party.

Consultative Transfer-

1. First, press and hold the ***Transfer*** soft key.
2. Use the dial pad to select ***“Consultative”***.
3. Then dial the extension or number you are transferring to.
4. Next, press the ***Send*** soft key.
5. Now wait for your party to answer.
6. Once the person you are transferring the call to have answered you may hang up or press the ***Transfer*** soft key.
7. The party you are transferring to must stay on the phone to receive the transfer.
8. If they try to hang up at this point it will hang up on the transferred call. In the case that the Receiving party does not want the call simply press the ***Cancel*** soft key and you will be reconnected with the caller.