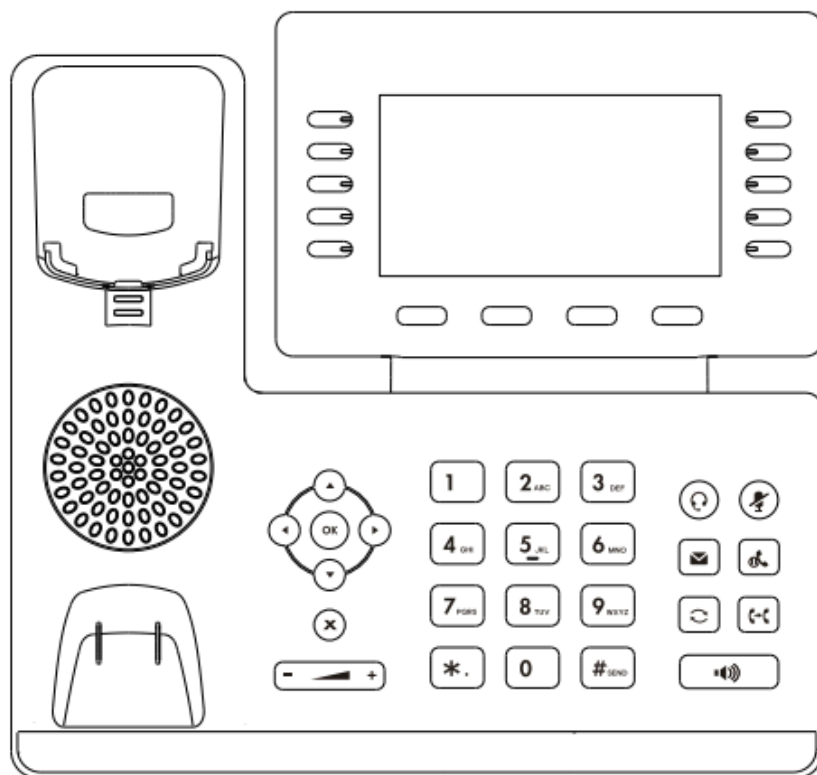


Transferring Calls (T54)

This guide will run through exactly how to transfer calls using the Universe system and a **Yealink T54 handset**.

For this model, there are 2 transfer options:

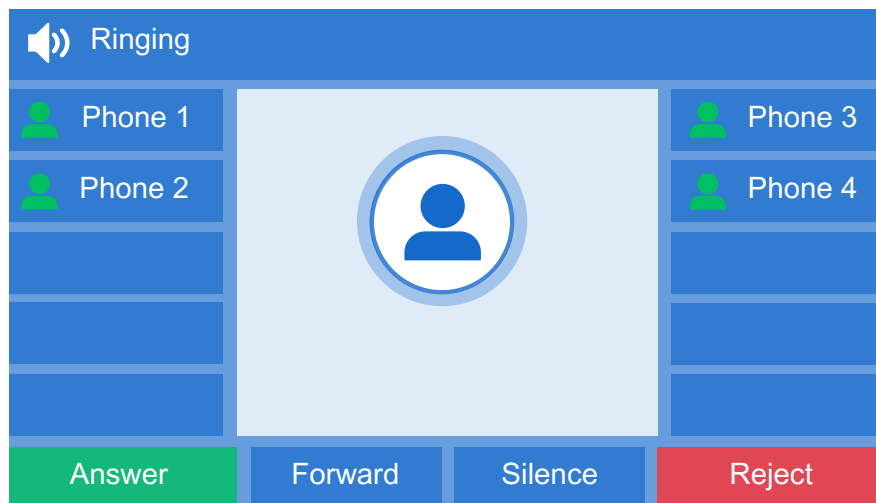


- The **Attended transfer** option means you can speak to your colleague first before transferring the call over to them
- The **Blind transfer** option will send the call straight through to your colleague without you speaking to them first

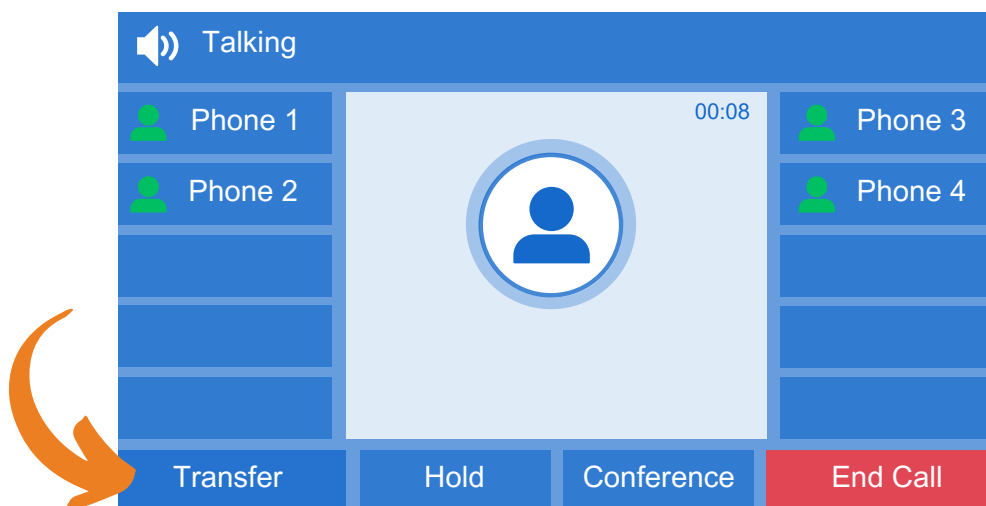
Below we will run through how to do both transfer options:

Attended Transfer:

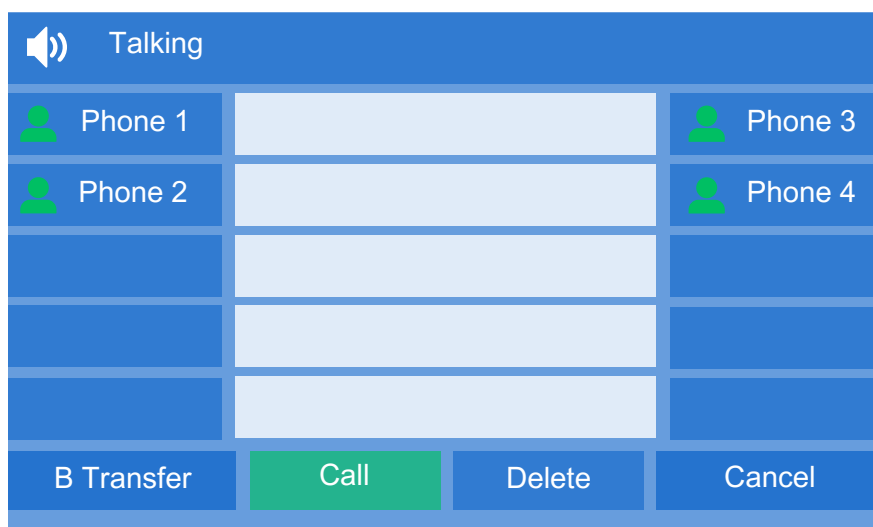
1.) Any incoming calls will pop up on the screen like so :



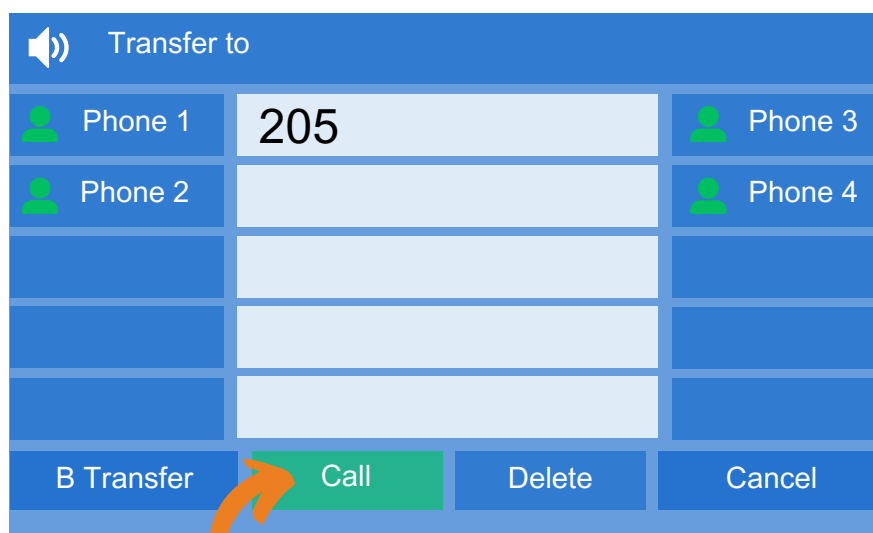
2.) If you wish to do an **Attended transfer** simply click the **Transfer** button on the left of the device screen



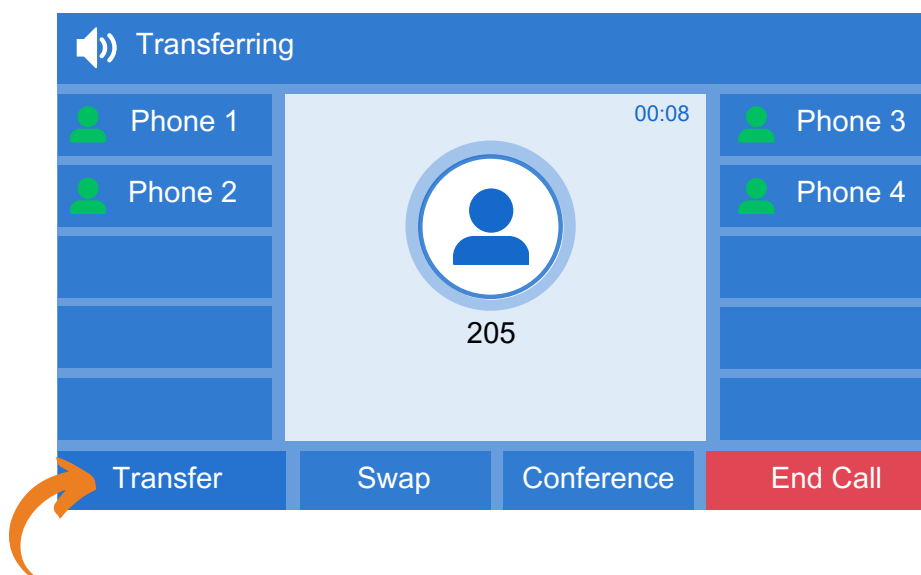
3.) Once you've selected Transfer, your screen will look like the below:



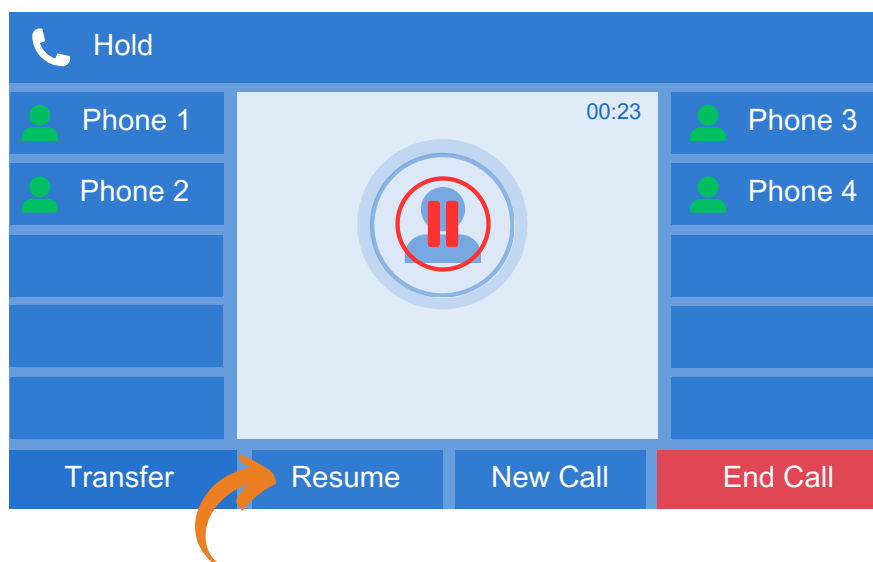
- 4.) Type in your colleague's **Extension number**, using the keypad on the handset.
(As an example we have typed in Ext 205)



- 5.) Then select **The Green Call button**. Once selected your screen will look like the below:



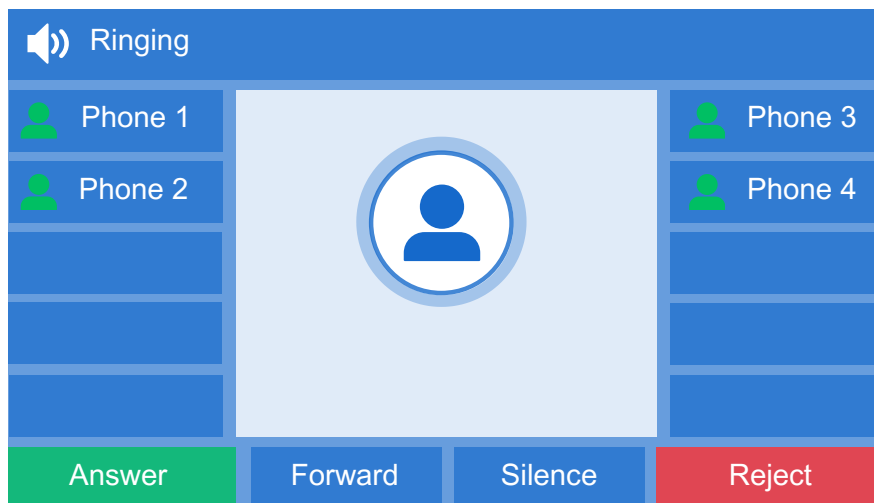
- 6.) You can then speak to your colleague and if you want to transfer the call through to them you would then click **Transfer** on the bottom left or



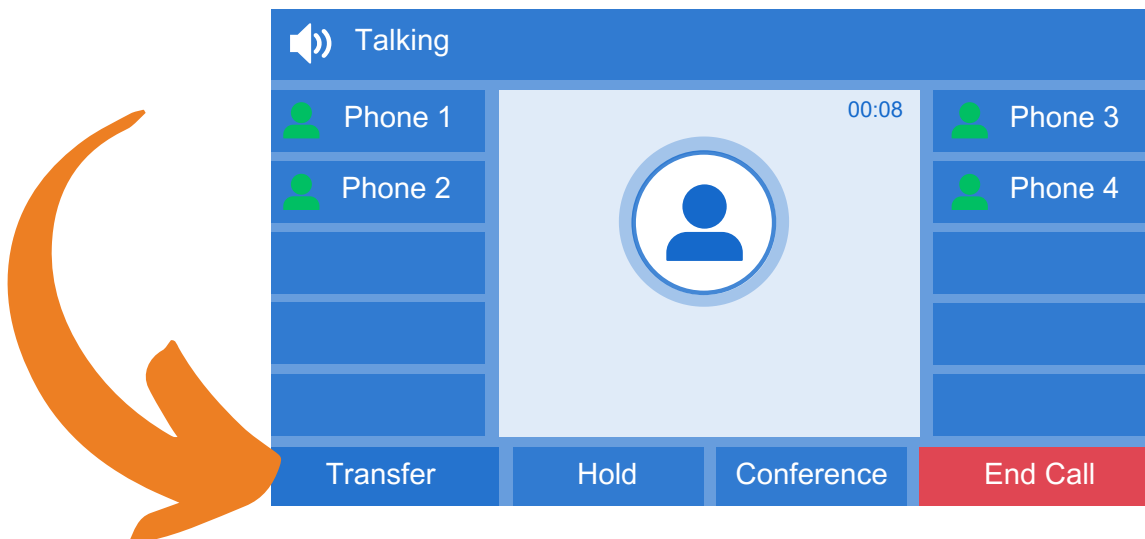
- 7.) If your colleague can not take the call then you can click the **Resume** button to get the call back and speak to the original caller

Blind Transfer:

1.) Any incoming calls will pop up on the screen like so :



2.) If you wish to do a **Blind transfer** simply click the **Transfer** button on the left of the device screen



3.) Once you've selected Transfer, your screen will look like the below:

Talking			
Phone 1		Phone 3	
Phone 2		Phone 4	
B Transfer	Call	Delete	Cancel

4.) Type in your colleague's **Extension number**, using the keypad on the handset.
(As an example we have typed in Ext 205)

Transferring			
Phone 1	205	Phone 3	
Phone 2		Phone 4	
B Transfer	Call	Delete	Cancel



5.) Then select **B Transfer** on the very left and it will automatically be transferred to this colleague.

If you have any questions about transferring calls then please get in touch and a member of our faults team will be able to assist you

0333 023 7000
faults@firstcomeurope.co.uk