

Setting Up Your Call Transferring is as Easy 1, 2, 3

How to Transfer Calls – Overview

This guide covers several ways to transfer calls. Each way has its own benefits depending on the situation.

- Attended/Warm Transfer
- Blind/Direct Transfer
- Transfer Direct to Voicemail
- Transfer to External Number
- Transfer from Mobile Device Back to Office

***NOTE:** Buttons on the phones assign different activities depending upon what appears on the screen.

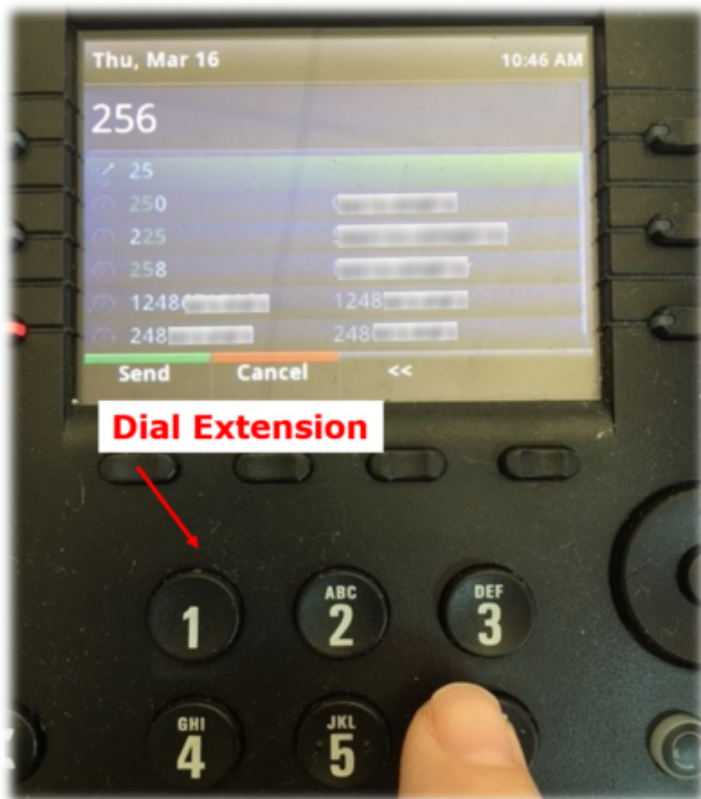
Attended/Warm Transfer

An **Attended or Warm Transfer** initiates a call to another person by allowing you to speak with them *before* connecting the call. This is useful for briefing the party receiving the call on the needs or demeanor of the person being transferred.

To perform an Attended Transfer while on an active call:



1. Press the **Transfer** button
2. Dial the **extension** to which you want to transfer the call
3. After the person receiving the call answers, communicate your message, then press the **Transfer** button again to connect the call



Blind/Direct Transfer

A **Blind** or **Direct Transfer** automatically sends the call to the person to whom you want to transfer, and does not give you an opportunity to speak with them. This is useful if the person to whom you are transferring the call is expecting the call or is sitting in close proximity to you.

To perform a **Blind Transfer** while on an active call:



1. Press the **Transfer** button
2. Your screen will change and a **Blind** button will appear. Press the **Blind** button
3. Dial the **extension** to which you want to transfer the call
4. If it does not connect automatically, you may need to press **Send**

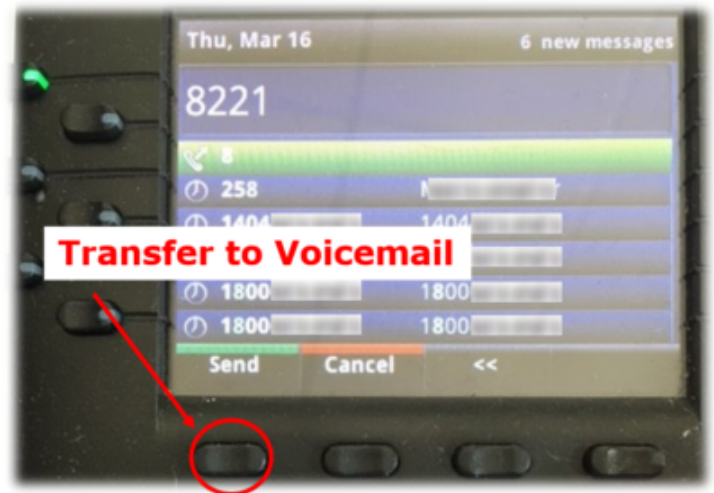


Transfer to Voicemail

Sometimes a caller may wish to leave a voicemail for someone. You can transfer the call directly to a voicemail without ringing the phone, this uses the same method as a **Blind Transfer**.

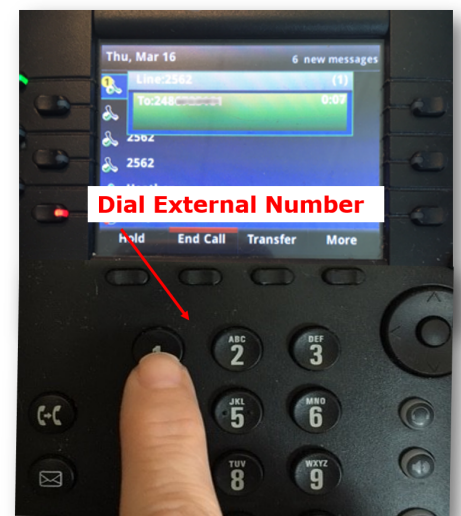
To send a call directly to voicemail, while on an active call:

1. Press the **Transfer** button
2. Your screen will change and a **Blind** button will appear. Press the **Blind** button
3. Press '8' and then the **extension** to which you want to transfer to (for example, '8200').
4. If it does not connect automatically, you may need to press **Send**



Attended/Warm Transfer to an External Number

Transferring is not just limited to phones in your office, you can also transfer calls to a cell phone or other external number. This is useful if you need to transfer a call to an employee in the field or if you need to transfer a caller to another office. The **Attended Transfer** provides you with the opportunity to explain the reason for transfer, prior to sending the call.



To perform an Attended Transfer to an external number, while on an active call:

1. Press the **Transfer** button
2. Dial the **10-digit phone number** to which you want to transfer the call
3. After the person receiving the call answers, communicate your message, then press the **Transfer** button again to connect the call

Blind/Direct Transfer to an External Number

Transferring calls from the office phone to your cell phone is helpful when you need to continue the conversation while you're on the go.

To Blind Transfer a call to an external number, while on an active call:

1. Press the **Transfer** button
2. Your screen will change and a **Blind** button will appear. Press the **Blind** button
3. Dial the **10-digit phone number** to which you want to transfer the call
4. If the call does not connect automatically, you may need to press **Send**

Transfer from Mobile Back to Office

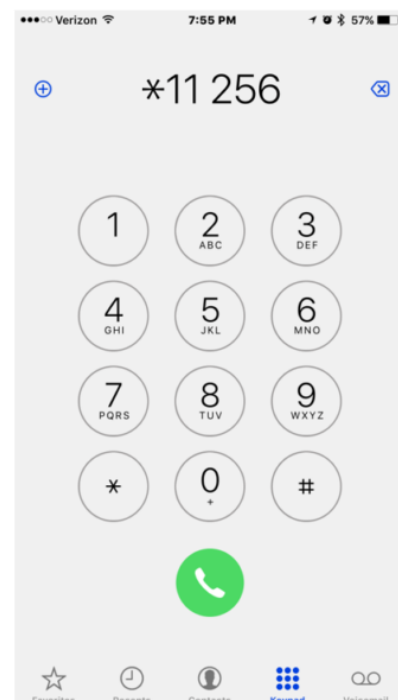
After receiving an office call on your cell phone, it's possible to transfer the call back to your office. This is especially useful when you answer an office call on your cell phone, but need to transfer the call back to the office. Likewise, if you answer the call on your cell phone as you're walking back into the office, you can transfer the call to your office phone to continue the conversation.

***NOTE:** Prior to using this feature for the first time, contact the **Clarity Support team for setup**.

During an active call that was received from the office:

1. Dial ***11** followed by the **extension** to which you want to transfer the call (e.g. ***11200**)
2. The call will automatically transfer to the extension

Transfer Call From Cell To Extension



If you have any additional questions or require additional assistance, please contact Support at 800.676.3995. We are available 8 AM to 9 PM EST, Monday through Friday. Or, feel free to contact us on our support page at: <https://clarityvoice.com/support/>

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