Handling Calls

Your cloud PBX features various ways to move calls around, including attended transfer, unattended (blind) transfer, voicemail transfer, park, and more. In this section, references to BLFs are the 1-touch buttons to extensions common at front-desk phones.

Blind Transfer
Blind transfer goes straight to the recipient.
1. Be on the call you want to transfer.
2. Press **Transfer**.
3. Press the **Blind** softkey. (if there is no Blind softkey see directions for new firmware)
4. Enter the extension of the recipient or the recipient's BLF.

Transfers to External Numbers
A transfer can also go to an external number such as a cell phone. Follow the transfer directions above but instead of dialing an extension, dial a 10 digit phone number.

Voicemail Transfer
Voicemail transfer goes straight to the recipient's voicemail box without ringing the recipient's phone.
➢ To perform a voicemail transfer
– Perform a blind transfer with a 03 prefix before the extension. For extension 111's voicemail, for example, blind transfer to 03111.

Park and Hold
On your phone system, hold is a local function. This means a call held on your phone cannot be picked up at another station. Park is a system-wide function. This means a call parked at one phone may be picked up by any phone.
➢ To park a call
1. Dial *** in an active call from any phone. The system says, "The call is parked at 7xx."
2. Hang up.
To retrieve the parked call, dial **7xx** where **xx** is the number stated by the system.

Directed Call Pickup
Directed call pickup (DCP) allows you to answer a call ringing at another station.
➢ To perform a directed call pickup
– Dial *35ext. If 111 is ringing, for example, dial *35111 to pick up that call.

Phones with BLFs to the ringing station can also dial *35 then press the corresponding BLF.

3-Way Conference

➢ To make a 3-way conference

1. Call or be called by the first participant in the conference.
2. Press the Conference key/softkey, and then dial the second participant.
3. After the second participant picks up, press Conference again to connect everyone.

Revision #1
Created 25 July 2024 00:44:54 by Daniel O
Updated 16 December 2024 21:21:08 by Daniel O