

Call Communicator - Call Transfers

Call transfers are used to send your call to another user or extension. Most calls are transferred through a transfer panel.

TYPES OF TRANSFER CALLS

The table below describes the types of transfer calls that are supported by the Call Communicator.

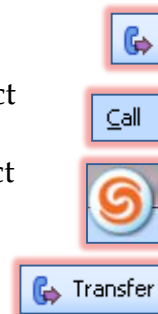
Type	Description
Transfer	This type of transfer immediately sends the transferred party to the recipient.
Consultative Transfer	To connect to the recipient of the transfer and then send the call upon your signal, use this type of transfer.
Intercom Transfer	With this type of transfer, the transferred party is connected to the system intercom. The system administrator determines who has access to this feature.
Mailbox Transfer	This type of transfer sends the transferred party to the recipient's voice mailbox.
Voice Mail Transfer	When using this type of transfer, the transferred party is connected to your voice mailbox.
Auto Attendant Transfer	This type of transfer will send the transferred call directly to the active auto attendant. The system administrator determines who has access to this feature.

USE TRANSFER PANEL

This panel supports transfers, consultative transfers, intercom transfers, mailbox transfers, and whisper pages.


 To open the **Transfer Panel**, do one of the following:

- ★ Click the **Transfer** button on the call cell (see illustration at right).
- ★ **Right-click** the call cell and then select **Transfer**.
- ★ Click the **Call** button (see illustration at right) on the **Main Menu** and then select **Transfer**.
- ★ Click the **Application Button** (see illustration at right), click **Call**, and then select **Transfer**.
- ★ Click the **Call Control** button on the **Control Panel** (see illustration at right).
- ★ Press **Ctrl + T** on the keyboard.
- ★ Press **F10** on the keyboard.



 The **Transfer** window will display (see illustration on next page).

 Enter the name or number of the call recipient in the **Data Entry** field at the top of the panel.

 The table will display a list of directory entries that match the information input into the **Data Entry** field.

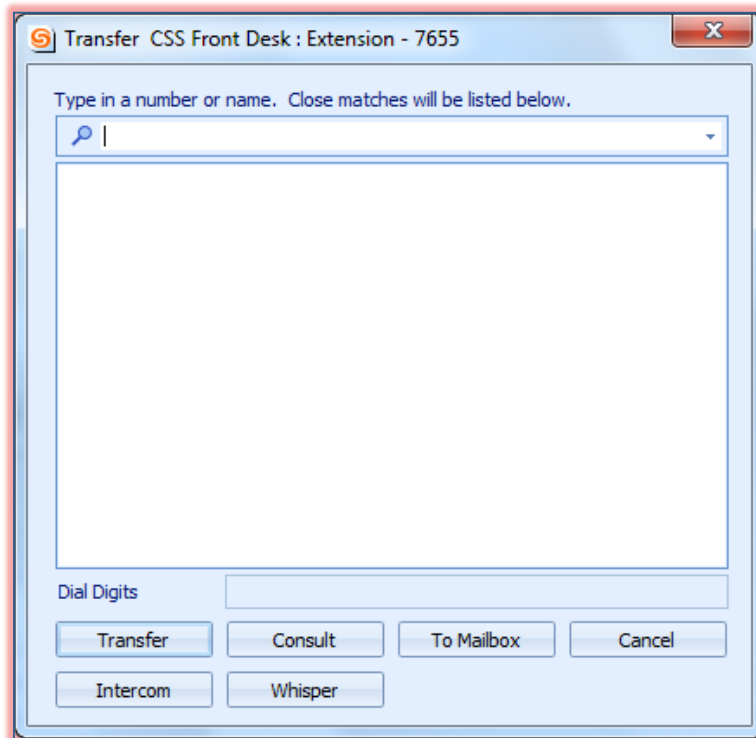
 Select the recipient to whom the call is being transferred.

 The number to be dialed will display in the **Dial Digits** field. This button is located above the buttons at the bottom of the panel.

 Press the button at the bottom of the panel that corresponds to the desired call type.

- ★ **Transfer** - Press this button to immediately transfer the call to the recipient.
- ★ **Consult** - This button is used to talk with the recipient before the call is transferred.

- ★ **Mailbox** – To transfer the call to the recipient’s voice mailbox, click this button.
- ★ **Intercom** – Click this button to transfer the call to the intercom system.
- ★ **Whisper** – This feature allows a user to interrupt the call of another user without being heard by the other call participant. The initiator can only listen to, speak to, and be heard by the user whose call was interrupted. The system administrator determines who has the right to initiate this type of call. The system administrator also determines whose calls can be interrupted with a Whisper Page.
- ★ **Cancel** – To end the transfer of the call, click this button.



Blind Transfer

This type of transfer sends the call directly to the transfer recipient.

- ☎ Use one of the methods described in the previous section to transfer the call.
- ☎ The **Transfer** window will display.
- ☎ Input the name or number of the **Transfer Recipient**.
- ☎ Click the call cell to select the **Transfer Recipient**.
- ☎ Click the **Transfer** button.
- ☎ Place the handset back on the hook.

Consultative Transfer

This type of transfer allows the person transferring the call to talk with the Transfer Recipient before transferring the call.

- ☎ Use one of the methods described in the previous section to transfer the call.
- ☎ The **Transfer** window will display.
- ☎ Input the name or number of the **Transfer Recipient**.
- ☎ Click the call cell to select the **Transfer Recipient**.
- ☎ Click the **Consult** button.
- ☎ The call will display in the **Active Call Area** of the window.

- ☎ Wait for the **Transfer Recipient** to answer the call.
- ☎ When the call is answered, give a message to the **Transfer Recipient**.
- ☎ Click the **Transfer** button.
- ☎ After clicking the **Transfer** button, hang up the phone.
- ☎ If the call is not answered, you can choose one of the following options:
 - ★ **Transfer** - This option will transfer the call to the **Transfer Recipient's Voice Mail** box.
 - ★ **No, thanks** - This option will send the transferred call back to the person who was transferring the call.

Mailbox

This option will send the message directly to your voice mailbox.

- ☎ To transfer the call to your Voice Mail, complete one of the steps below.
 - ★ Right-click the call cell.
 - ★ Click **Call** (see illustration top right) on the **Main Menu**.
 - ★ Click the **Application Button** (see illustration bottom right) and select **Call**.
- ☎ Click **To Voice Mail**.
- ☎ It is also possible to use the key combination **Ctrl + Y** to transfer a call to **Voice Mail**.



Transfer to Auto Attendant

Auto Attendant is the main area where calls are routed from outside the university to different telephone extensions.

- ☎ To **Transfer** a call to the **Auto Attendant**, do one of the following.
 - ★ Right-click the call cell.
 - ★ Select **Call** on the **Main Menu**.
 - ★ Click the **Application Button** and select **Call**.
- ☎ Select the **Auto Attendant** option.