Options for Transferring Calls - Lightpath Hosted Voice

Using a Standard Phone:

Consultative (Warm) Transfer using "xfer" softkey

After call is answered:

1. Press "xfer" softkey (do NOT put Caller on hold).
2. Dial the extension of tge person you want to transfer the call to.
3. Press dial (or # button).
4. Announce the call.
5. To complete transfer press "xfer" softkey.

To pull back a call:

1. Press "end call" softkey.
2. Press "resume" softkey.

Immediate Blind Transfer using "xfer" softkey

After call is answered:

1. Press "xfer" softkey (do NOT put Caller on hold).
2. Dial the extension of the person you want to transfer the call to.
3. Press "dial" softkey (or # button).
4. To complete transfer, Press "xfer" softkey.

Immediate Blind Transfer using "bxfer" softkey

After call is answered:

1. Press the phone's Navigation Button Arrow to get to 2nd softkey menu (do NOT put Caller on hold).
2. Press "bxfer" softkey
3. Dial the extension of person you want to transfer the call to.
4. To complete transfer press "xfer" softkey.

Using a Phone with a Sidecar:

In addition to the above you have these additional options:

Immediate Blind Transfer using Monitored Extension or Speed Dial on Sidecar

After call is answered:

1. Press Monitored Extension Button on Sidecar - (call is transferred immediately)

Consultative (Warm) Transfer using "xfer" softkey

After call is answered:

1. Press "xfer" softkey (do NOT put Caller on hold).
2. Press the Monitored Extension Button on Sidecar.
3. Announce the call.
4. To complete transfer press "xfer" softkey.

To pull back a call:

1. Press "end call" softkey.
2. Press "resume" softkey.