

To Transfer a Call from your Fixed Line Extension:

The exact procedure to use to transfer a call is dependent on the handset type you have.

For Analogue Handsets:

These instruments have an 'R' button on the front of the handset (along the bottom)

These instruments do not have an LCD Display



- Press the 'R' button.
- Then dial the Extension Number you require
- Announce the call (if necessary)
- Re-cradle the Handpiece

For Digital Handsets:

These instruments have an 'Inquiry' button on the handset

These instruments will have one of the following markings on the underside of the handset:

DBC 601, DBC 661, DBC 203, DBC 220 or DBC 225



- Press the 'Inquiry' button.
- Then dial the Extension Number you require
- Announce the call (if necessary)
- Then press the 'Transfer' button

For IP H323 Handsets:

These instruments have 'Dialog 4422 IP' or 'Dialog 4425 IP' written on a white label on the front of the handset



- Press the 'Inquiry' button.
- Then dial the Extension Number you require
- Announce the call (if necessary)
- Then press the 'Transfer' button

For SIP/IP Handsets:

These instruments have 'Aastra 6731i' or 'Aastra 6735i' or 'Aastra 6739i' written on the front of the handset (along the top)

For Aastra 6731i Handsets:

These instruments have 'Aastra 6731i' written on the front of the handset (along the top)



- Whilst on a call, press the '**Transfer**' Key. You should hear a dial tone



The '**Transfer**' Key

(Button is located in the centre of right most column of buttons)

- Enter the extension number to which you want to transfer the call
- Press the '**Dial**' button
- You can then press the '**Transfer**' Key again before the receiving end answers. This transfers the call without you talking to the second person
- Otherwise, remain on the line until the other person answers. If you still want to transfer the call press the '**Transfer**' Key again
- To cancel the transfer, select '**Cancel**' on the display screen

For Aastra 6735i Handsets: [NEED TO CHECK this before publishing](#)

These instruments have 'Aastra 6735i' written on the front of the handset (along the top)



- Whilst on a call, press the Transfer key (Xfer) - this places the current call on hold
- Dial the number of the person you want to transfer the call to
- To transfer the call before the other person answer, press the Transfer key (Xfer) before the receiving party answers
- Or, wait until the person has answered before completing the transfer by pressing the Transfer (Xfer) key again

For Aastra 6739i Handsets:

These instruments have 'Aastra 6739i' written on the front of the handset (along the top)



- Answer the incoming call in the usual manner
- Press the 'Transfer' button (displayed on the LCD screen)
- Dial the number of the extension you wish to transfer to
- Press the 'Transfer' button again (displayed on the LCD screen)