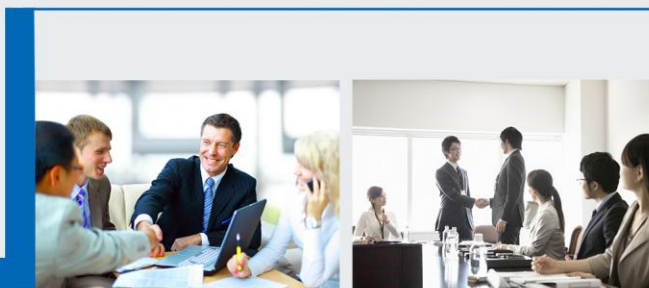


# How to Make a Transfer on Htek IP Phones



This document will show you how to make a transfer (blind transfer, attended transfer and semi-attended transfer) with Htek IP Phones. In the procedure, the coming call is registered as 532, the received is registered as 533 and the end destination is registered as 860.

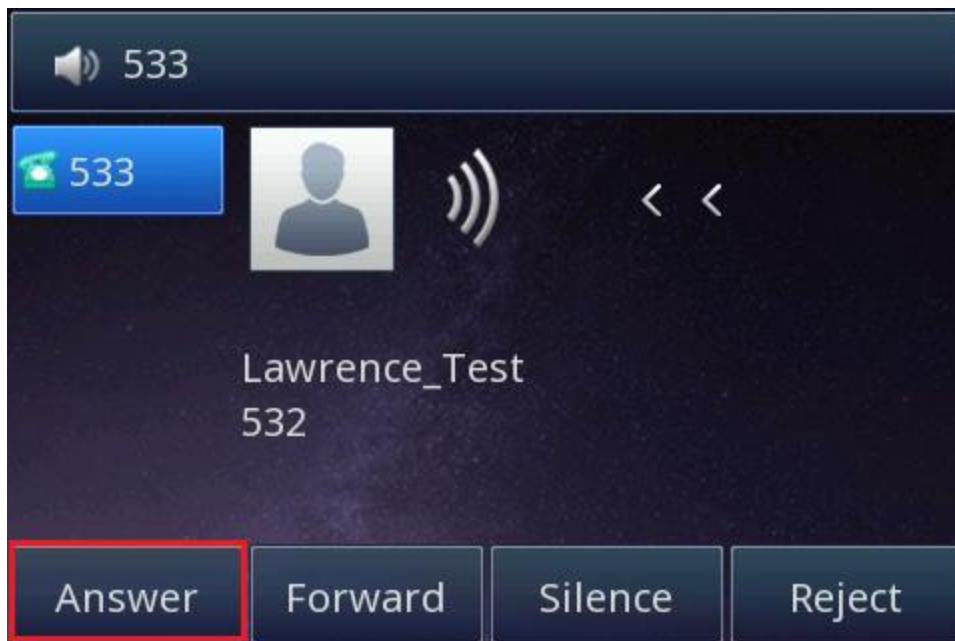
**Note:** Blind transfer is a transfer to another IP Phone without actually initiating a call to the end destination. The call is blindly transferred to the destination.

Attended transfer is a transfer where before actually transferring to the destination, the call is put on hold and another call is initiated to confirm whether the end destination actually wants to answer the call or not. These two calls are then merged together.

Semi-attended transfer is a transfer where before actually transferring to the destination, the call is put on hold and another call is initiated with the end destination, but the transferor can hang up the call before the end destination answers, and the transfer can also be completed.

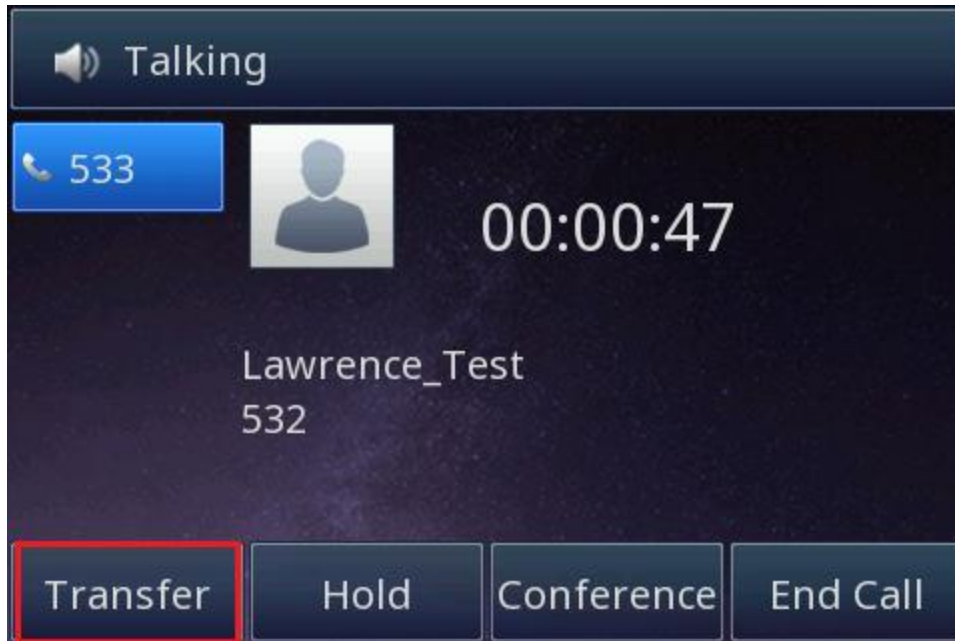
## Blind Transfer

Step 1: An incoming call 532 is received by 533.

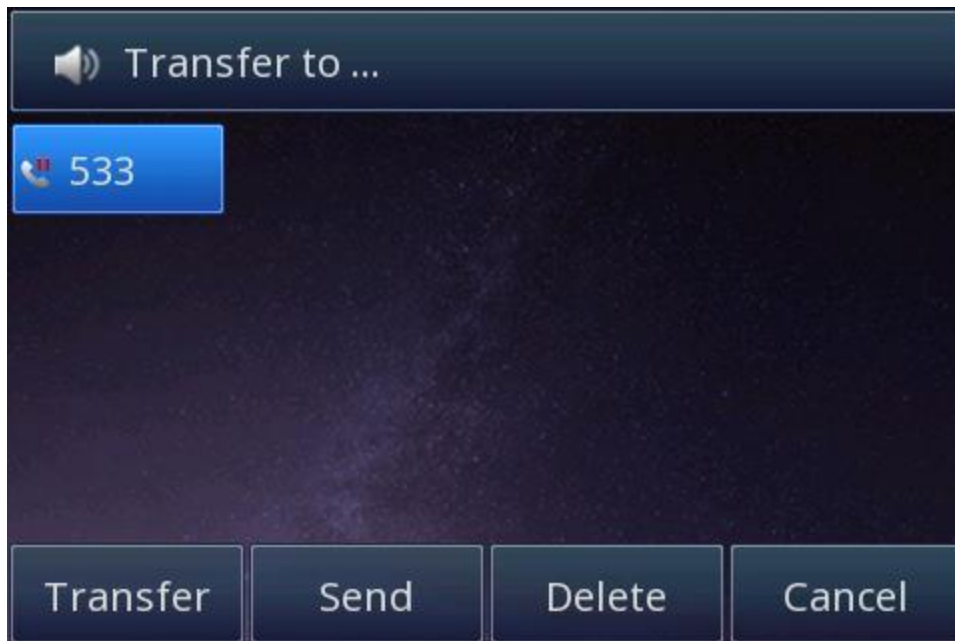


Press the Answer soft key to answer the incoming call 532.

Step 2: Transfer the incoming call 532.



Press the Transfer soft key to start the blind transfer procedure. During this time, 532 should start hearing music on hold.

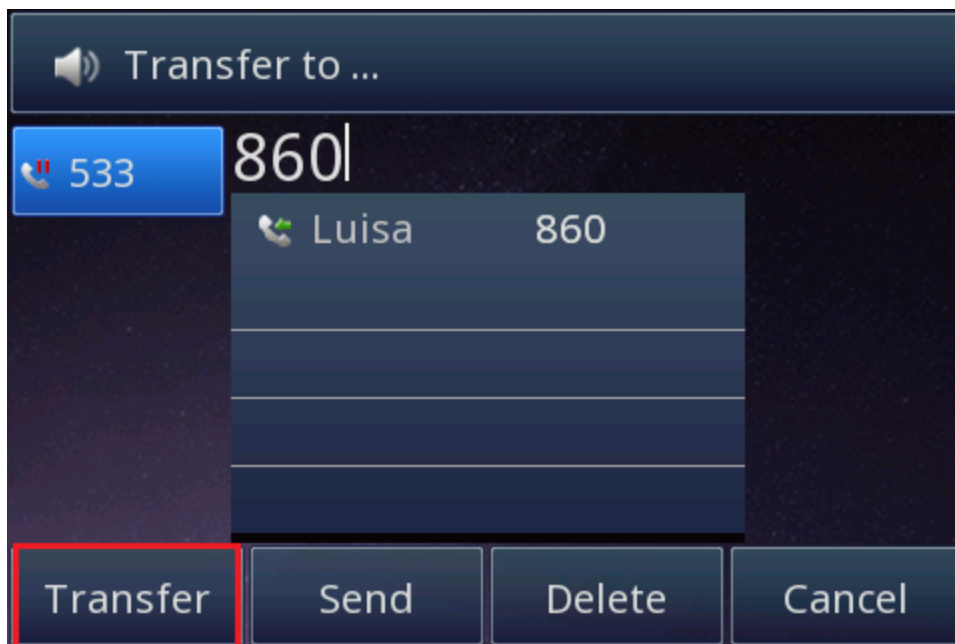


Step 3: Enter the end destination number 860.



Enter the end destination number you would like to transfer the call to.

Step 4: Transfer the call.

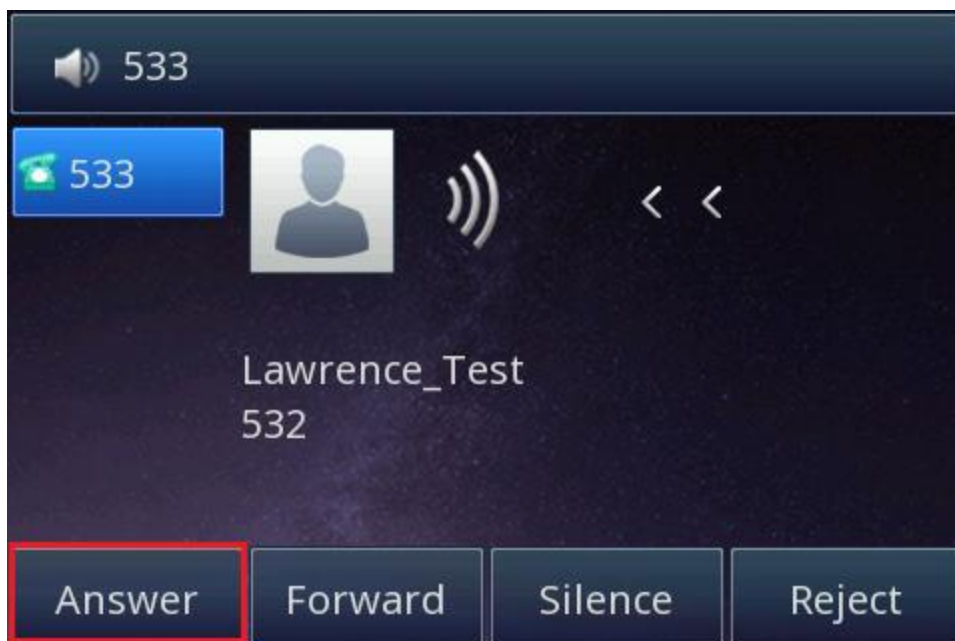




Press the Transfer soft key to complete the blind transfer. Once the blind transfer is completed, Htek IP Phone will back to usual idle screen and 860 & 532 will be connected together.

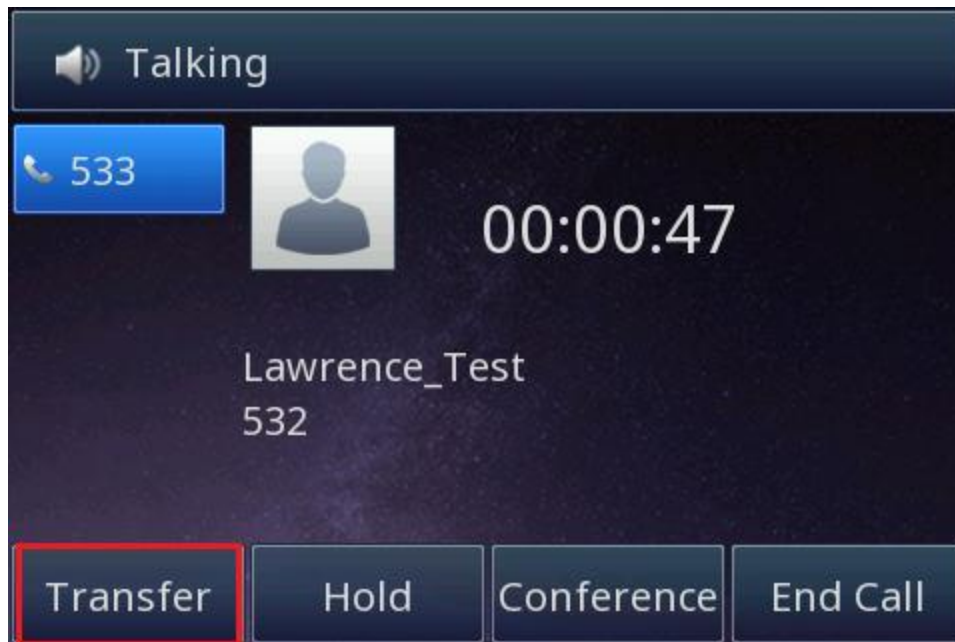
## Attended Transfer

Step 1: An incoming call 532 is received by 533.

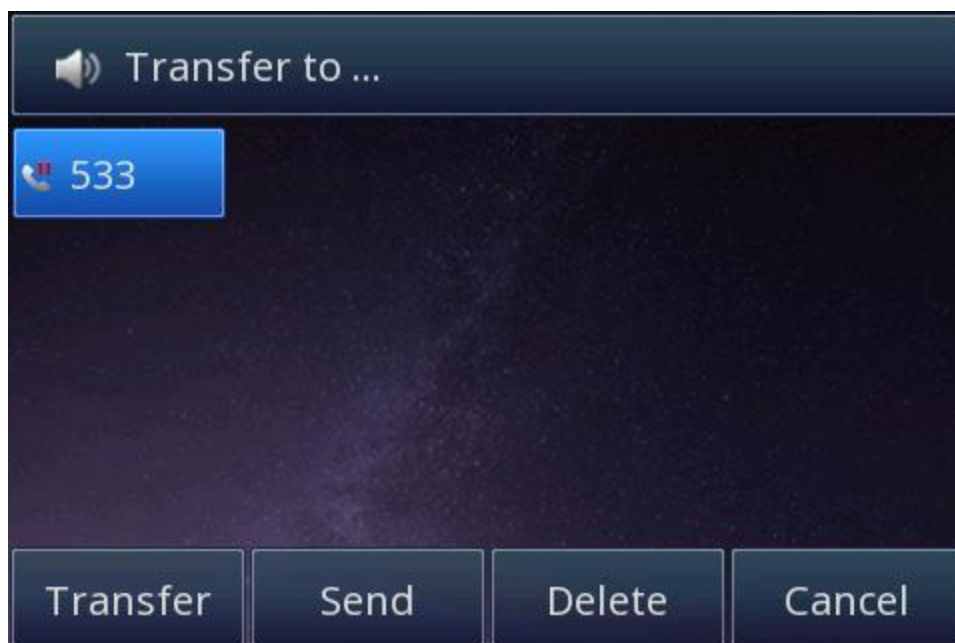


Press the Answer soft key to answer the incoming call 532.

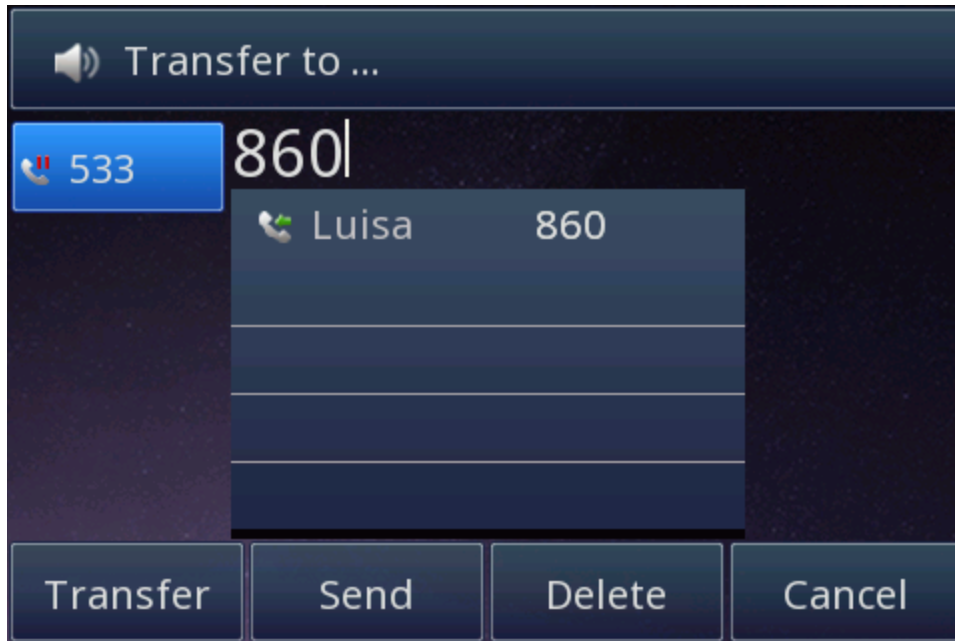
Step 2: Transfer the incoming call 532.



Press the Transfer soft key to start the attended transfer procedure. During this time, 532 should start hearing music on hold.

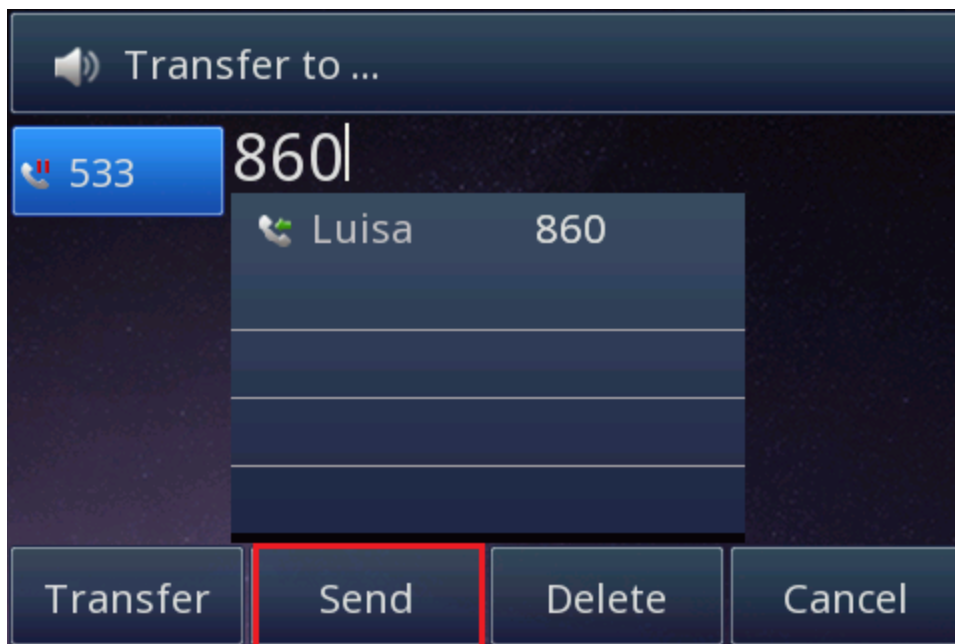


Step 3: Enter the end destination number 860.



Enter the end destination number you would like to transfer the call to.

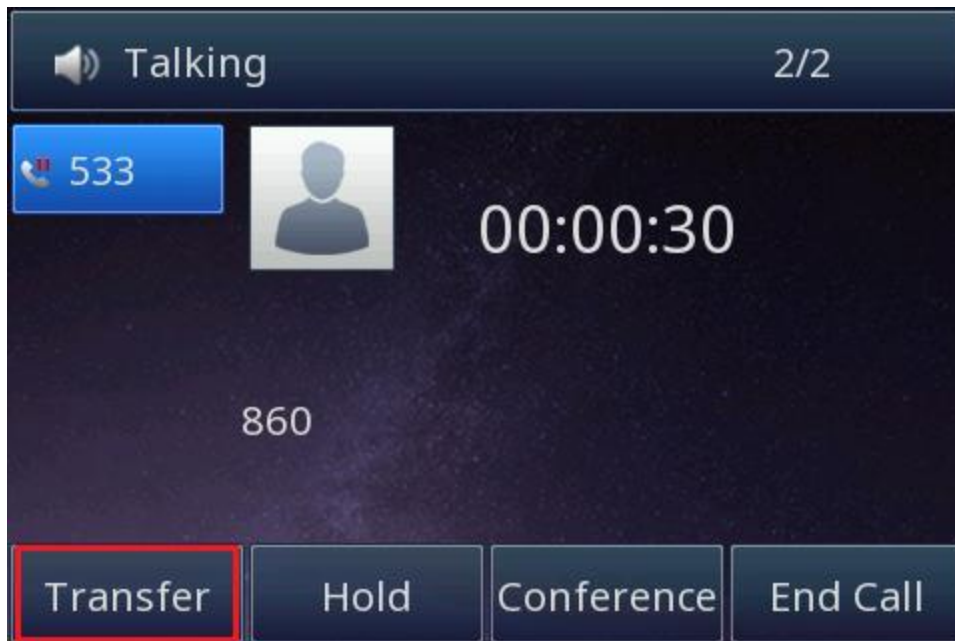
Step 4: Start the second conversation.



Press the Send soft key to start the second conversation between 533 and 860 to confirm whether 860 want to answer the call.



Step 5: Transfer the call.





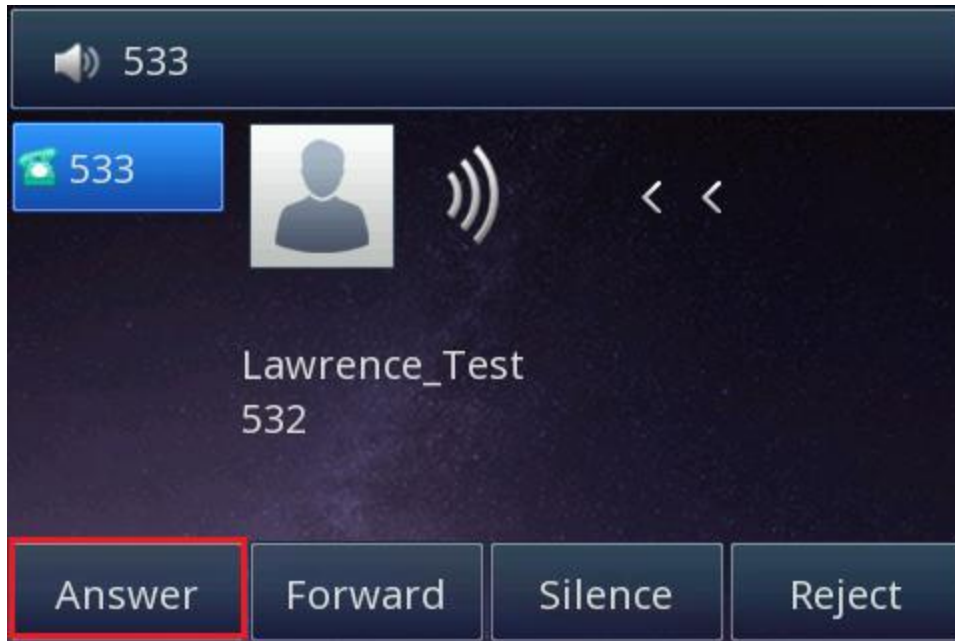


Press the Transfer soft key to complete the attended transfer. Once the attended transfer is completed, Htek IP Phone will back to usual idle screen and 532 & 860 will be connected together.

**Note: In order to make the attended transfer through 533. Set line key1 (533) as Auto or Account1, then at least one of other line keys need to be set as Line -Auto or Line-Account1, or at least one of the ten memory keys need to be set as Line -Auto or Line-Account1.**

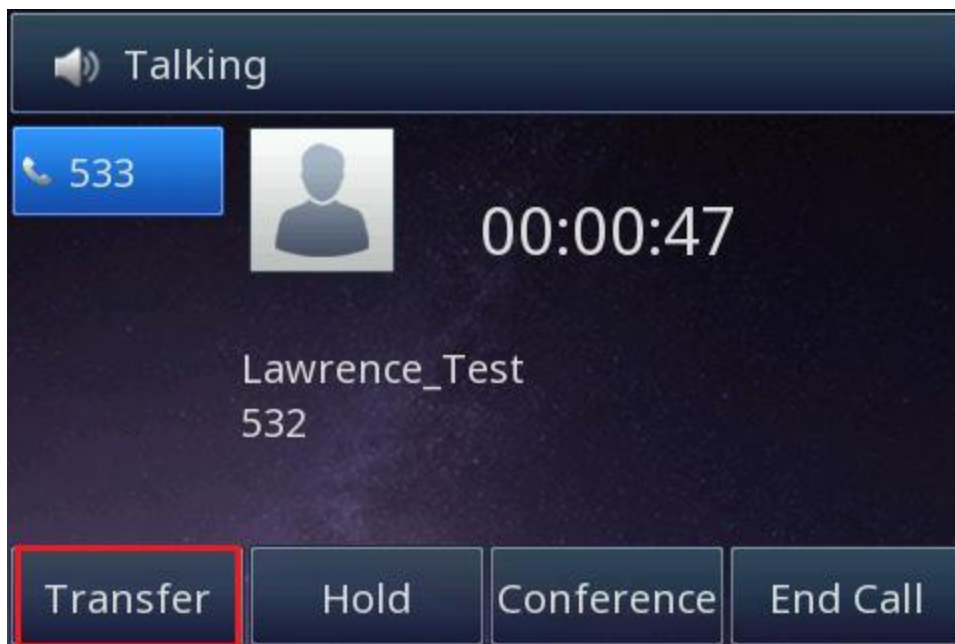
## Semi-attended Transfer

Step 1: An incoming call 532 is received by 533.

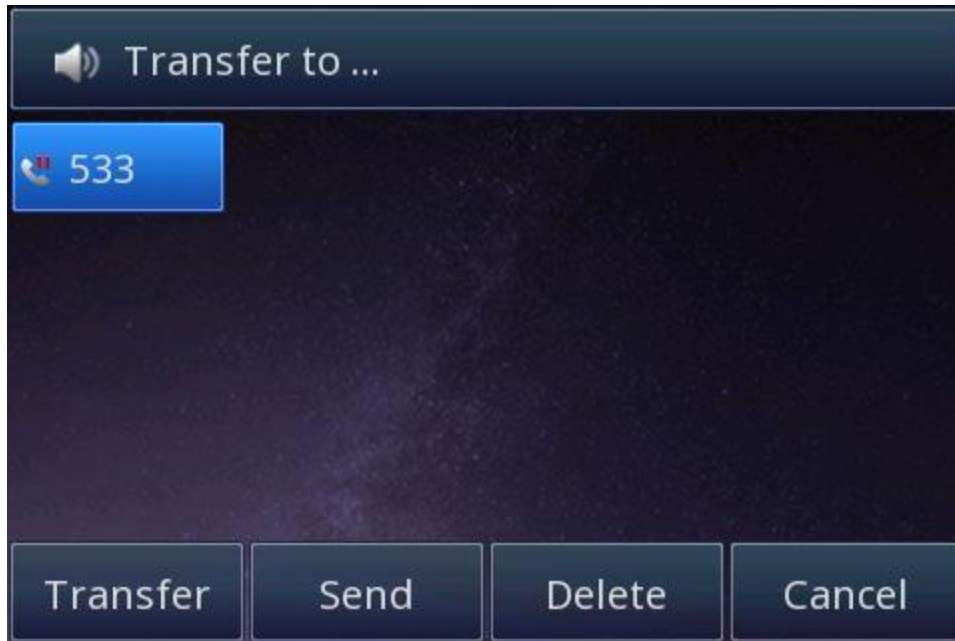


Press the Answer soft key to answer the incoming call 532.

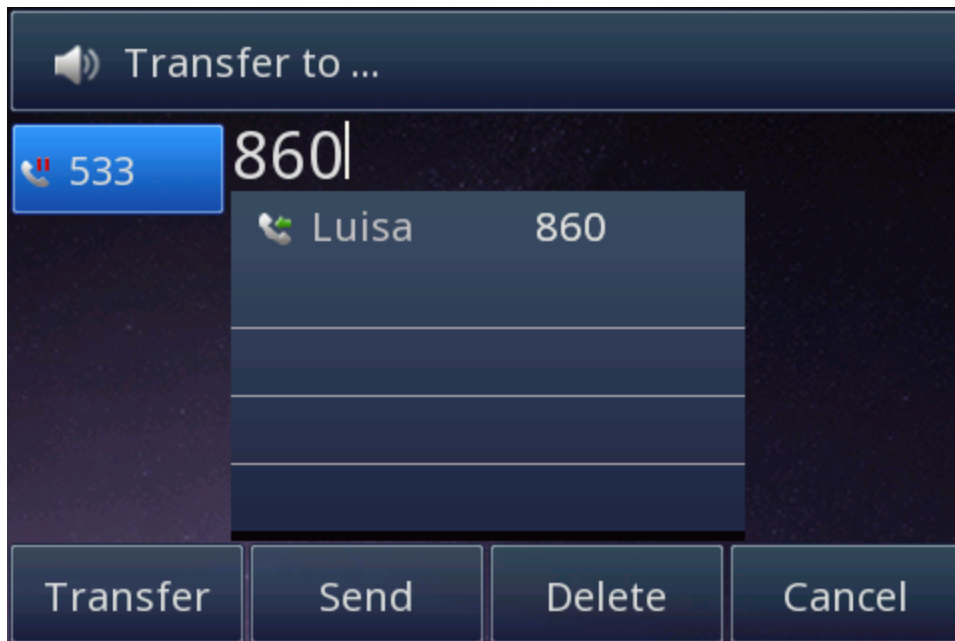
Step 2: Transfer the incoming call 532.



Press the Transfer soft key to start the semi-attended transfer procedure. During this time, 532 should start hearing music on hold.

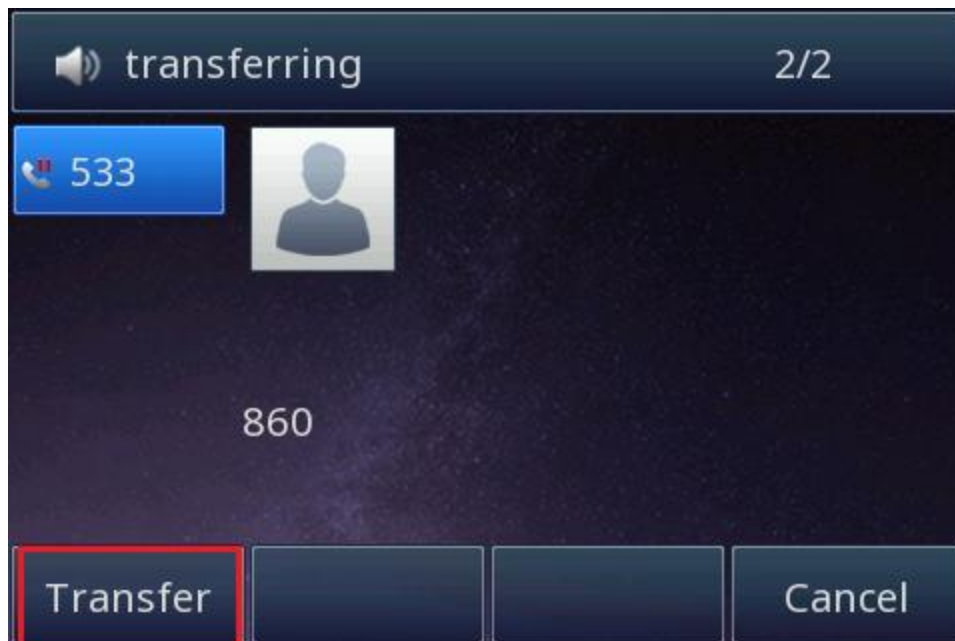
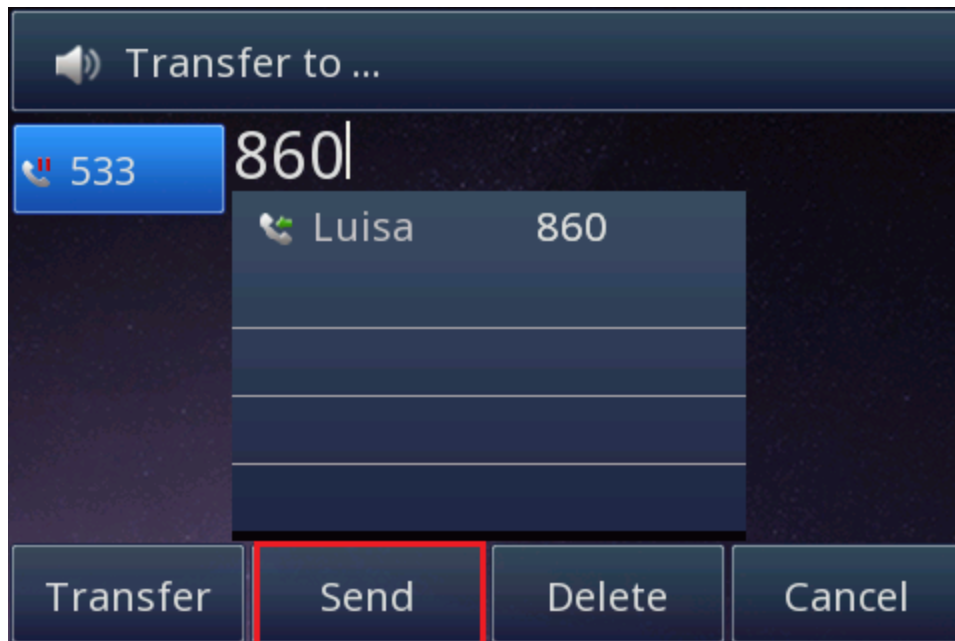


Step 3: Enter the end destination number 860.



Enter the end destination number you would like to transfer the call to.

Step 4: Call the end destination 860.



Press Send soft key and 533 will hear the ring tone and know whether 860 is busy or not, then press Transfer soft key to complete the semi-attended transfer. Once the semi-attended transfer is completed, Htek IP Phone will back to usual idle screen and 532 & 860 will be connected together.

**Note:** In order to make the semi-attended transfer through 533. Set line key1 (533) as Auto or Account1, then at least one of other line keys need to be set as Line-Auto or Line-Account1, or at least one of the ten memory keys need to be set as Line-Auto or Line-Account1.