



In this example we will demonstrate how to perform a blind and attended (consultative) transfer using a Cisco IP Phone SPA525G. We will assume that an incoming call will be received on the Cisco phone which is registered to Extension 103.

Note: A Blind Transfer is a transfer to another extension without actually initiating a call to the end destination. The call is blindly transferred to the destination.

By comparison, an 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 take the call or not.

Blind transfer method

Step 1: An incoming call received from Extension 101 – John Smith



Press the Answer Button to answer the call.

Step 2: Blind transfer the call



Press the blind transfer button (BlindXfer) to start the blind transfer procedure. At this point, Extension 101 (John Smith) should start hearing music on hold.

Step 3: Enter blind transfer target



We will transfer the call to Extension 100. Enter the destination in this case 100 and press Dial.

Step 4: Call successfully transferred.



The call is successfully transfer and John Smith is now connected to Extension 100. You should see the Cisco main screen at this point.

Attended transfer method

Step 1: An incoming call received from Extension 101 – John Smith



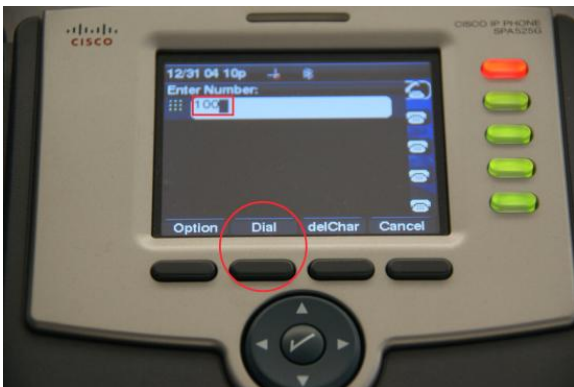
Press the Answer Button to answer the call. You are now talking to John Smith.

Step 2: Transfer the call



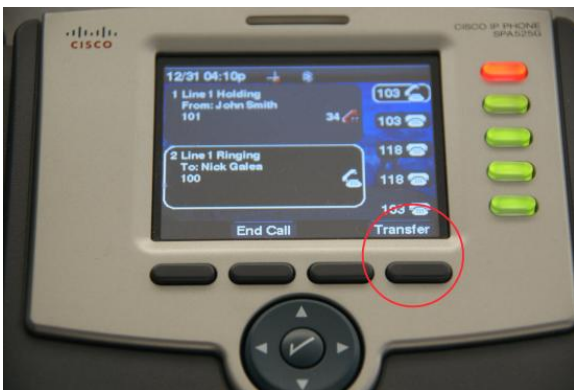
We will transfer the call to extension 100. Press the transfer button to start the attended transfer procedure. At this point John Smith is hearing music on hold.

Step 3: Enter the extension number to transfer the call.



Enter 100 and press the Dial button. A new call is going to be created to Extension 100.

Step 4: A new call will be initiated to Extension 100



The above image shows that 1. John Smith on line 1 is currently on hold. It also shows that 2. Extension 100 is in ringing state.

When Extension 100 answers, and accepts to take the call and be connected to John Smith, press the Transfer Button. The Cisco will merge both calls together connecting John Smith with Nick Galea.

Congratulations: You have successfully performed an attended (consultative) transfer and a Blind transfer with a Cisco SPA Series phone.