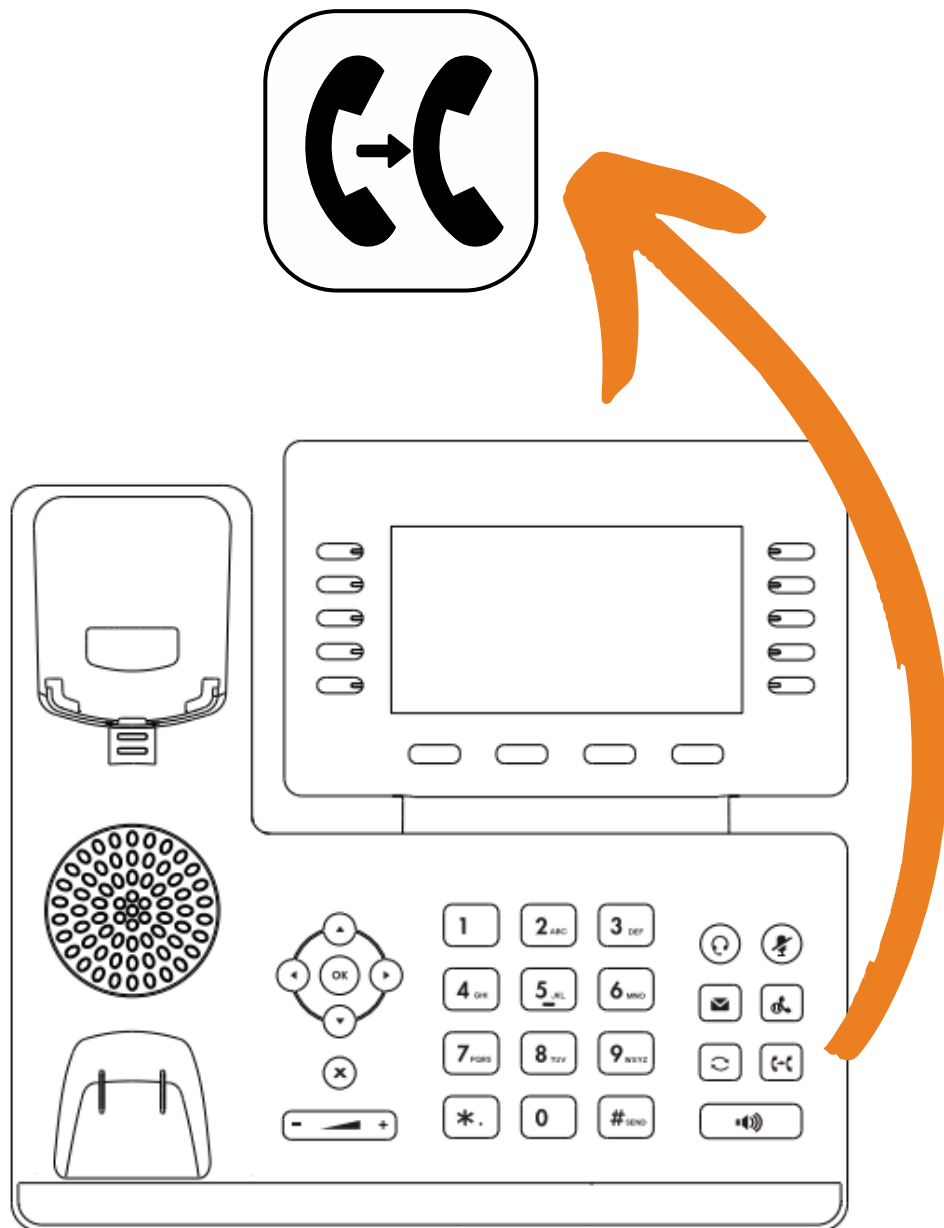
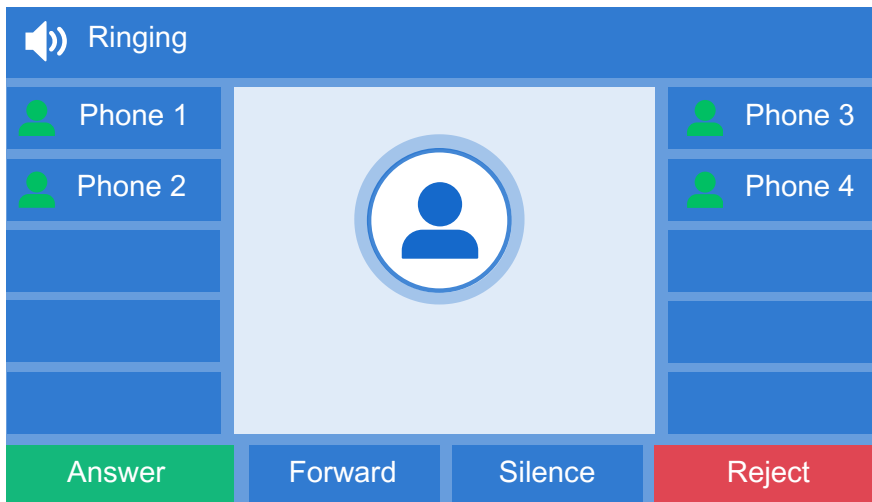


## Transferring Calls (T54)

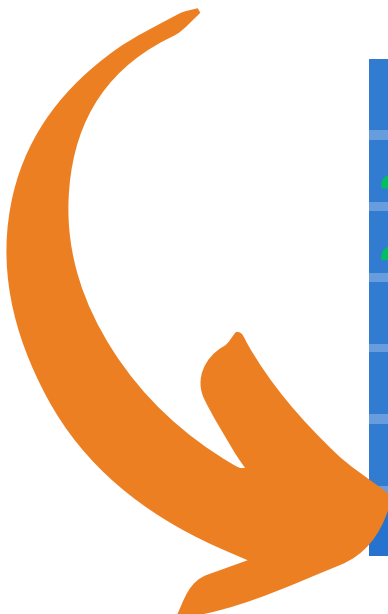
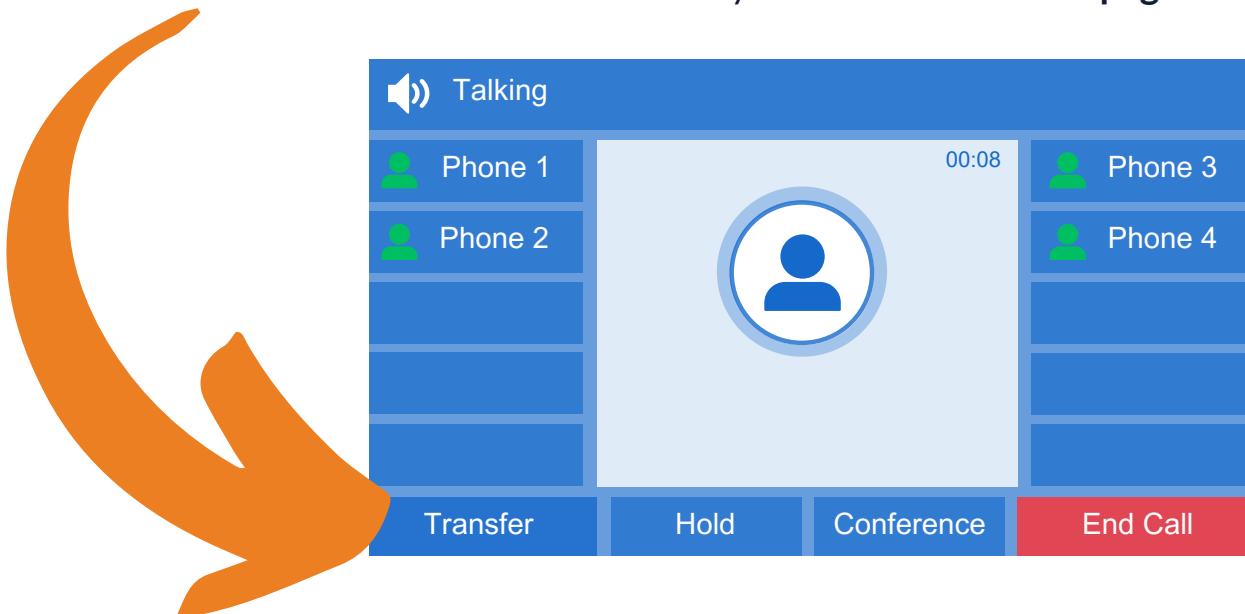
This guide will run through exactly how to transfer calls using the Universe system and a **Yealink T54 handset**. For these models, there is a **transfer button** on the device to make transferring calls easier shown below:



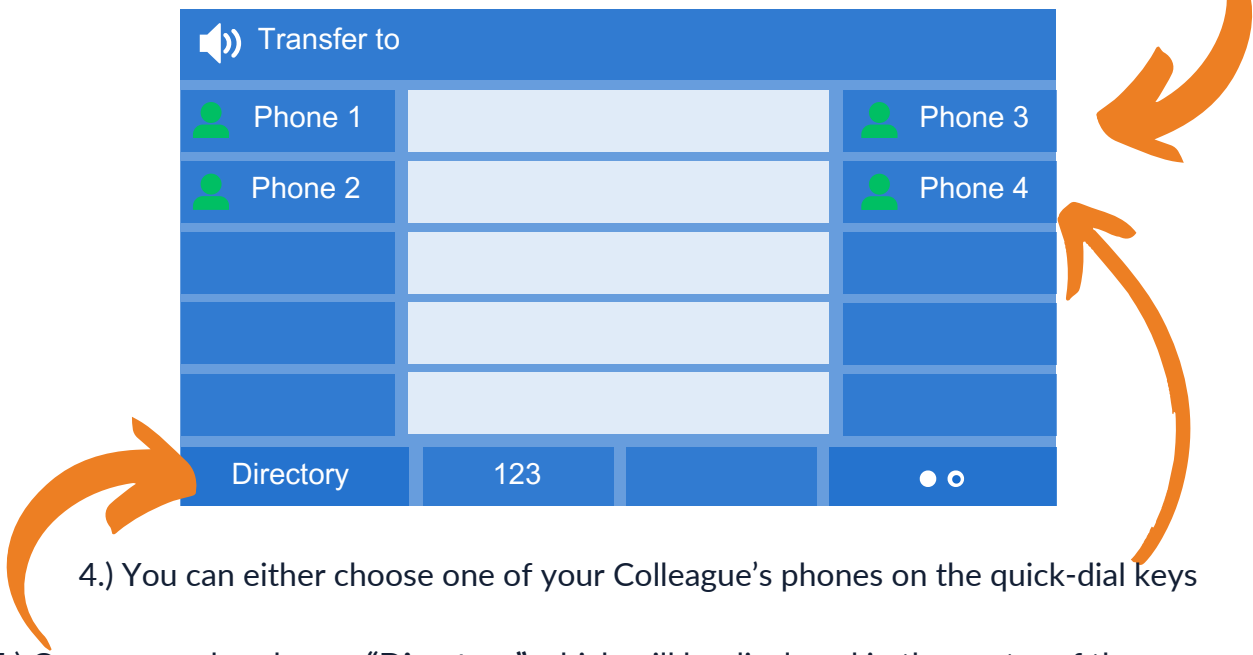
1.) Any incoming calls will pop up on the screen like so :



2.) If you wish to transfer a call simply click the “**Transfer**” button on the bottom left or select the **transfer button** on your device shown on **page 1**



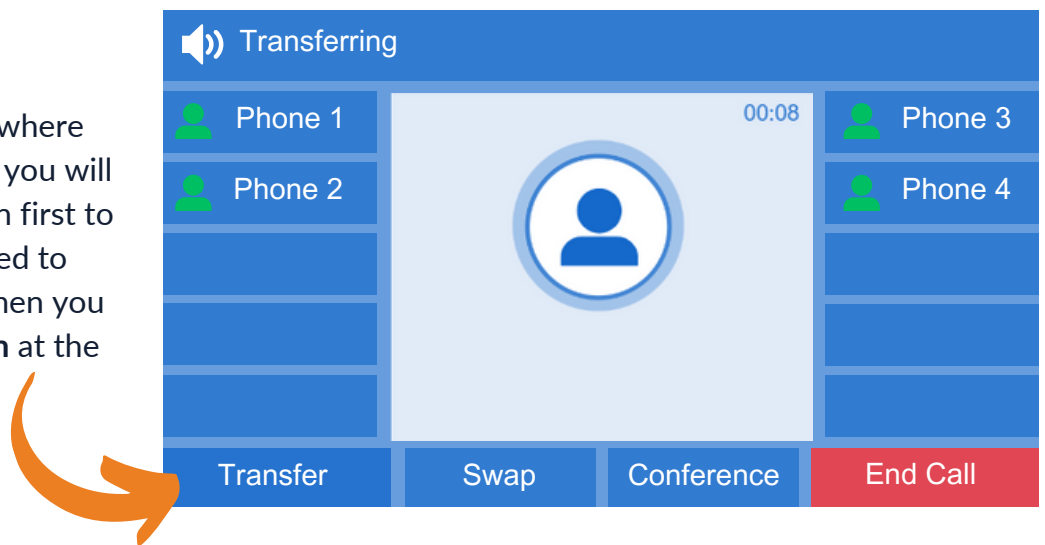
3.) Once you've selected Transfer, your screen will look like this and you have a few options:



4.) You can either choose one of your Colleague's phones on the quick-dial keys

5.) Or you can also choose "**Directory**" which will be displayed in the centre of the screen between any quick-dial keys you have programmed. The directory will display all contacts added to the company's phonebook.

6.) Once you have chosen where you'd like to transfer the call you will be put through to that person first to make them aware you need to transfer a call to them and then you just click the **transfer button** at the bottom left again



If you have any questions about transferring calls then please get in touch and a member of our faults team will be able to assist you

0333 023 7000

[faults@firstcomeurope.co.uk](mailto:faults@firstcomeurope.co.uk)