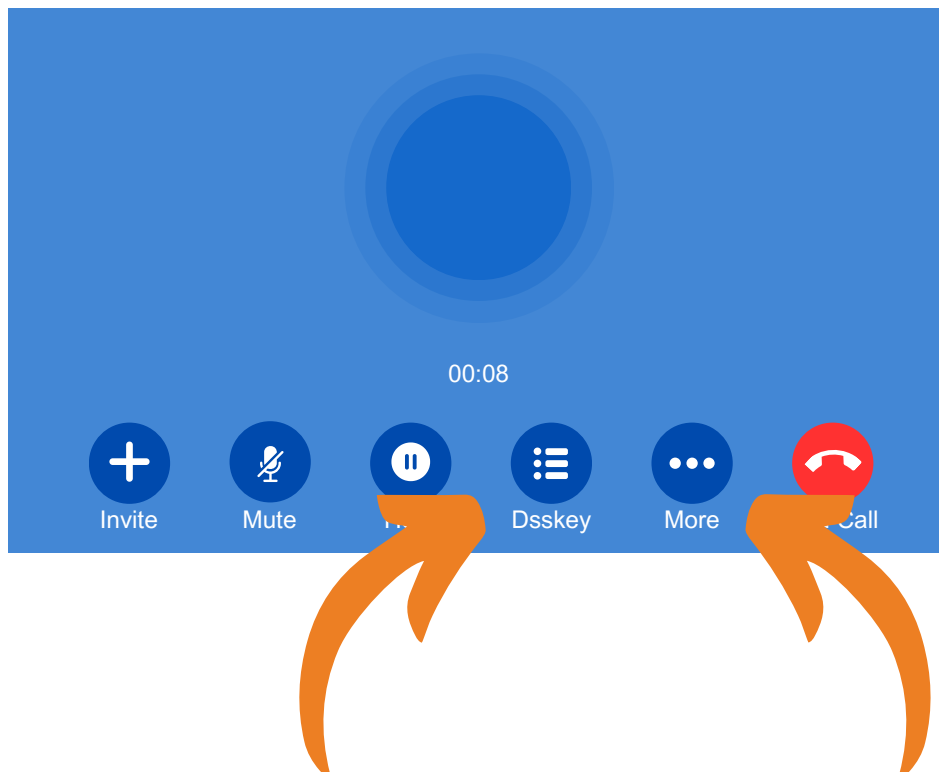
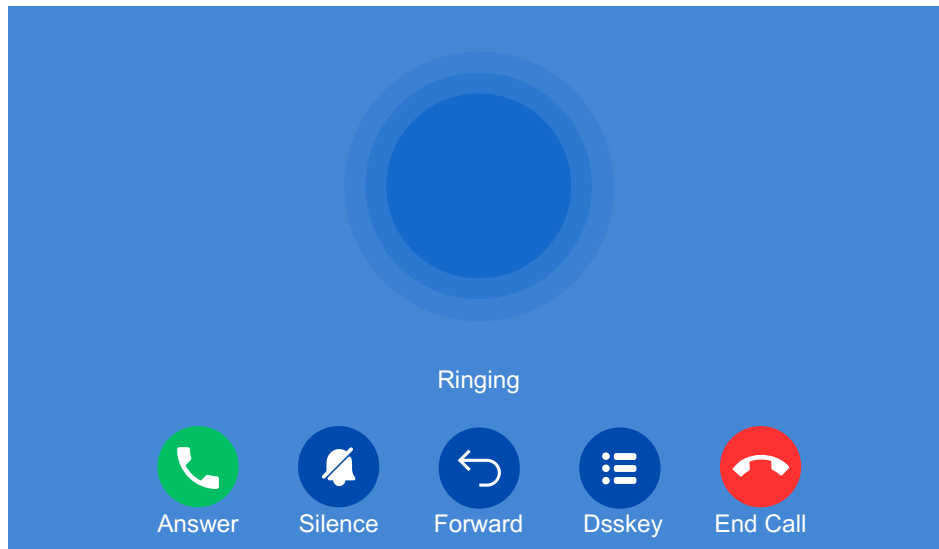


Transferring Calls (T58)

This guide will run through exactly how to transfer calls using the Universe system and a **Yealink T58 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 :



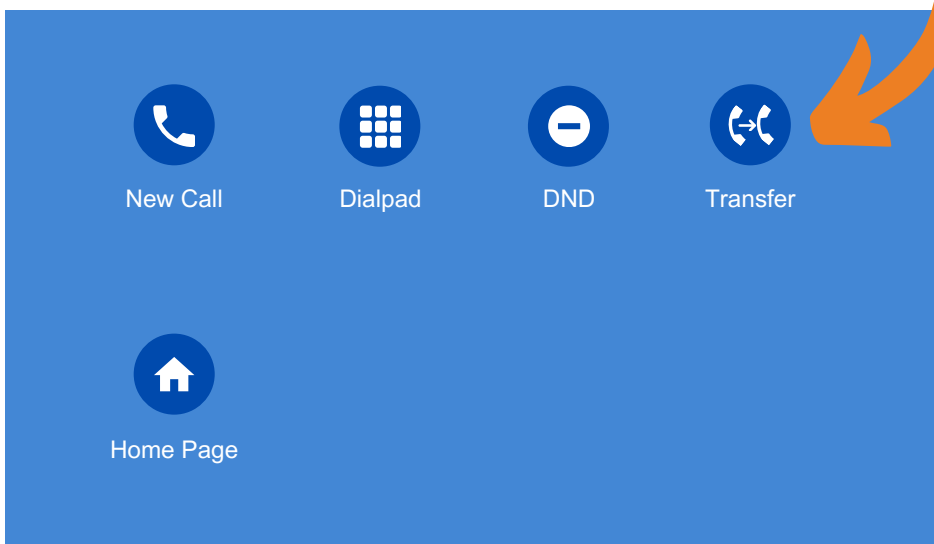
2.) If you wish to transfer a call then you can either press the **transfer button** shown on **page 1**, Select the **"DSSkey"** button or the **"More"** button

3.) If you have selected the “Dsskey” button you will be shown this screen:

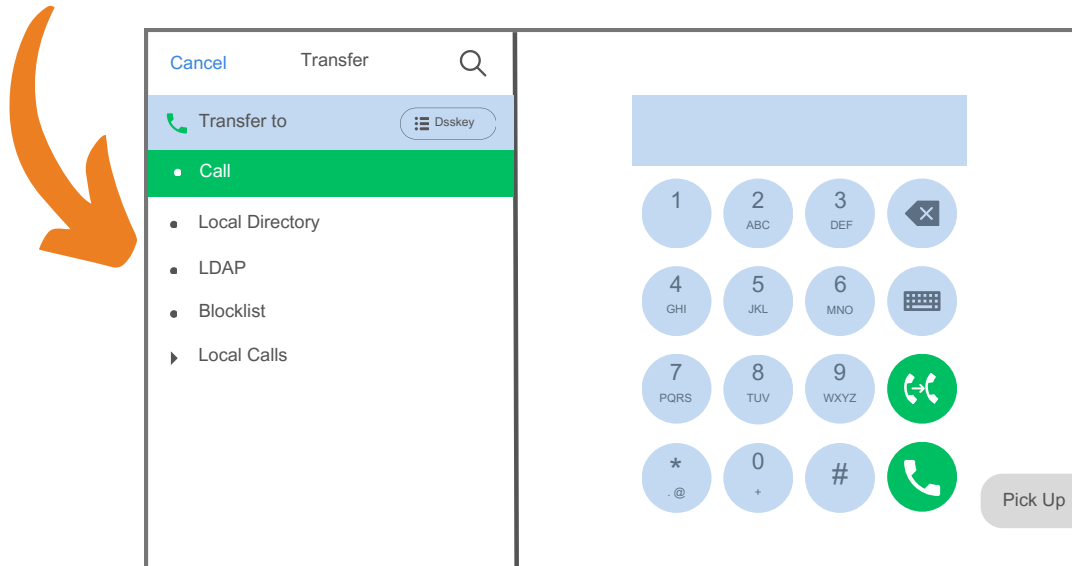


4.) You can then select any of the keys you have programmed to transfer to another colleague

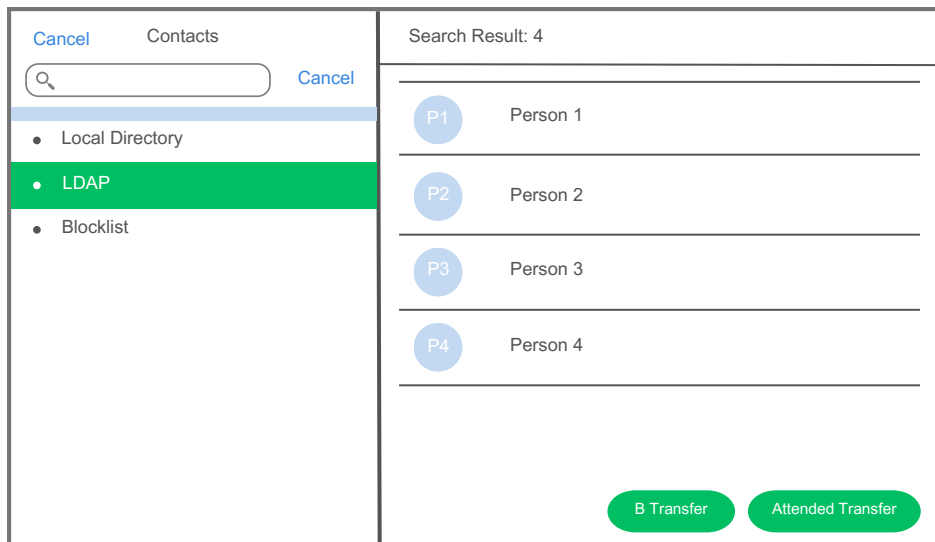
5.) If you selected the “More” button you will be shown this screen and you can then hit the “Transfer” button



6.) You will then be shown this screen which gives you a few options to transfer the call



8.) You can either use the “**Local directory**” which is the devices own phonebook, or “**LDAP**” which is the company wide phonebook which can be updated on the universe portal



9.) If you have selected “**LDAP**” then you will see a screen like the above

It will display any contacts that have been added to this phonebook and it will allow you to select them by touching the screen and choosing either “**B Transfer**” or “**Attended Transfer**”. B Transfer is also known as blind transfer so this option is if you want the call to go straight to the person you are transferring to. The Attended transfer will allow you to speak to the person you are selecting first before transferring the active call.

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