

Call Transfer



PURECLOUD
TELECOMS & CLOUD BASED SOLUTIONS

Enterprise IP Phone SIP-T22P



If A and B are on a conversation and B may want A to transfer the call to C, three ways could be used to transfer the call: Blind Transfer, Attended Transfer, and Semi-Attended Transfer.

Blind Transfer:

- A press TRAN Button or Transfer softkey to put B on hold followed with dialing C and pressing the Transfer softkey to call out.
- A would be on hold and the LCD would display as Transferred. A could press the Cancel softkey button to be disconnected from the call.
- If C picks up the phone call, B would be able to talk to C.

Semi-Attend Transfer:

- A press the TRAN button or Transfer softkey to put B on hold followed with dialing C and pressing the OK or SEND button to call out.
- While C is ringing, A hang up or press the Transfer softkey. Then A will turn to the hold status, and the LCD will display as Transferred
- A will be disconnected from the call, when C pick up, B can talk to C

Attended Transfer:

- A press TRAN Button or Transfer softkey to put B on hold followed with dialing C and press the OK or SEND button to call out
- After C answered it, A and C can have a private conversation without B, then A press Tran button to complete the transfer
- A will be disconnected from the call. B can talk to C

Call Forward

- Enter the Call Forward path: Menu->Features->Enter->Call Forward->Enter
- There are 3 options: Always Forward, Busy Forward and No Answer Forward
- Choose one of them, and enter the phone number you want to forward; If you choose "No Answer Forward", you should also set the "After Ring Times" option
- Press the Save softkey to save the changes

Voice Mail

- The presence of new Voice Mail messages is indicated in the idle screen, press Connect softkey, enter the desired password to retrieve the voicemail from the server

Menu Instruction

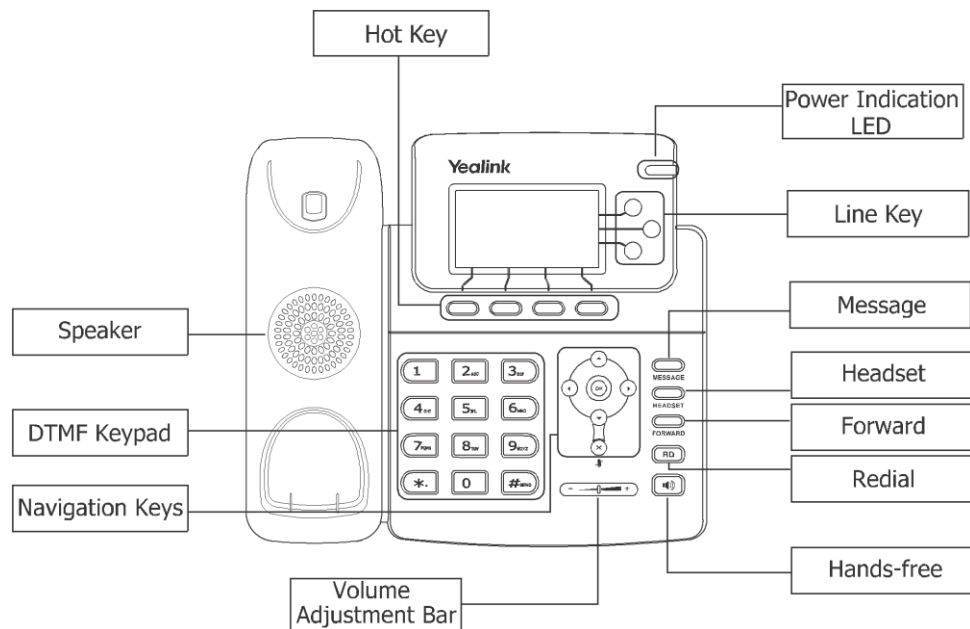
Sub Menu

Sub-Menu	Description
Status	You can check the status of your IP phone: IP address, MAC address, Firmware version, etc.
Features	You can set Call Forward, Call Waiting, Auto Answer, DSS Keys, "#" as send, etc.
Settings	It includes the basic phone settings like Language, Time, Ring Tone, Phone Volume and some advanced settings like Accounts, Network, Phone Lock, Reset to Factory, Set Admin Password, etc.
Message	It allows the users to check and edit the voice mail and Text Message.
Call History	You can check the call history here: All calls, Dial Calls, received Calls, Missed Calls, Forward Calls.
Address Book	It shows the contact list and the Black List of the phone.

Making a Call

You can make a call by pressing the **Speaker/Line key** or picking up the handset.

- **Dial number directly:** Dial the number directly, press SEND button or Send softkey to call out
- **Dial from Call History:** Press History softkey, use the navigation key to highlight the specific one, press SEND button or Send softkey to call out
- **Dial from Directory:** Press Dir softkey, scroll to Contacts, press Enter softkey, use the up/down button to highlight the specific one, press SEND button or Send softkey to call out
- **Re-dial:** Press RD button to enter the Dialed Calls interface, then choose a record to dial out. During the conversation, you can alternate between Headset, Handset and Speakerphone by pressing the corresponding buttons or picking up the handset



Answering a Call

Answering an incoming call in the following ways:

- If you are on another call, press Answer softkey to answer it; Or press Reject softkey to refuse it
- If you are not on another call, lift the handset to answer using the handset, or press the Speaker button/Answer softkey to answer using the speakerphone, or press the headset button to answer using the headset
- You can also press the Reject softkey to refuse the call

Muting a Call

- Press button to mute the call during a conversation, the power indication LED will blink
- Press again to get the microphone return to normal conversation

Volume Adjustment

- During the call, you can press the volume adjustment bars to adjust the volume

Putting a Call on Hold

- Press the HOLD button or Hold softkey to put your active call on hold and then the corresponding line key will blink
- If there is only one call on hold, press the Resume softkey or Hold button to retrieve the call
- If there are more than one call on hold, press the line keys to switch the current account (The on hold calls are under different lines), or the Up/Down button to highlight the call (The on hold calls are under the same lines), then press the Resume softkey or Hold button to retrieve the call

Speed Dial

- Speed dial numbers must be already programmed into the phone, please check the relating content in the user manual for more details
- Press the DSS Key which has been set as Speed Dial button, the entry in the speed dial list assigned in advance will be dialed automatically
- When the call is answered, press the CONF button, the conference call will now include you and the other two parties

Conference Call

- Press the Conf softkey during an active call
- The first call is placed on hold. You will hear a dial tone. Dial the number to conferen press the Send softkey
- Hang up to disconnect all parties

LEDs

Table 1 Account Button LEDs

LED Status	Description
Steady green	The account is active
Blinking green	There is an incoming call to the account
Off	The phone is in idle status whether registered/unregistered

Table 2 Power Indication LED

LED Status	Description
Steady green	Power on
Off	Power off