Transferring a Call on Snom D7X5 Series Phones

INFO: Please note the images shown here are from a SNOM D785, depending on your model the transfer key locations may differ. Some SNOMs do not have a set Transfer button, so you will only see the transfer option during a call. This process should be similar across most SNOM phones.

During a call press the **Transfer** key, on the SNOM D785 model this is illustrated below:

Blind Transfer:

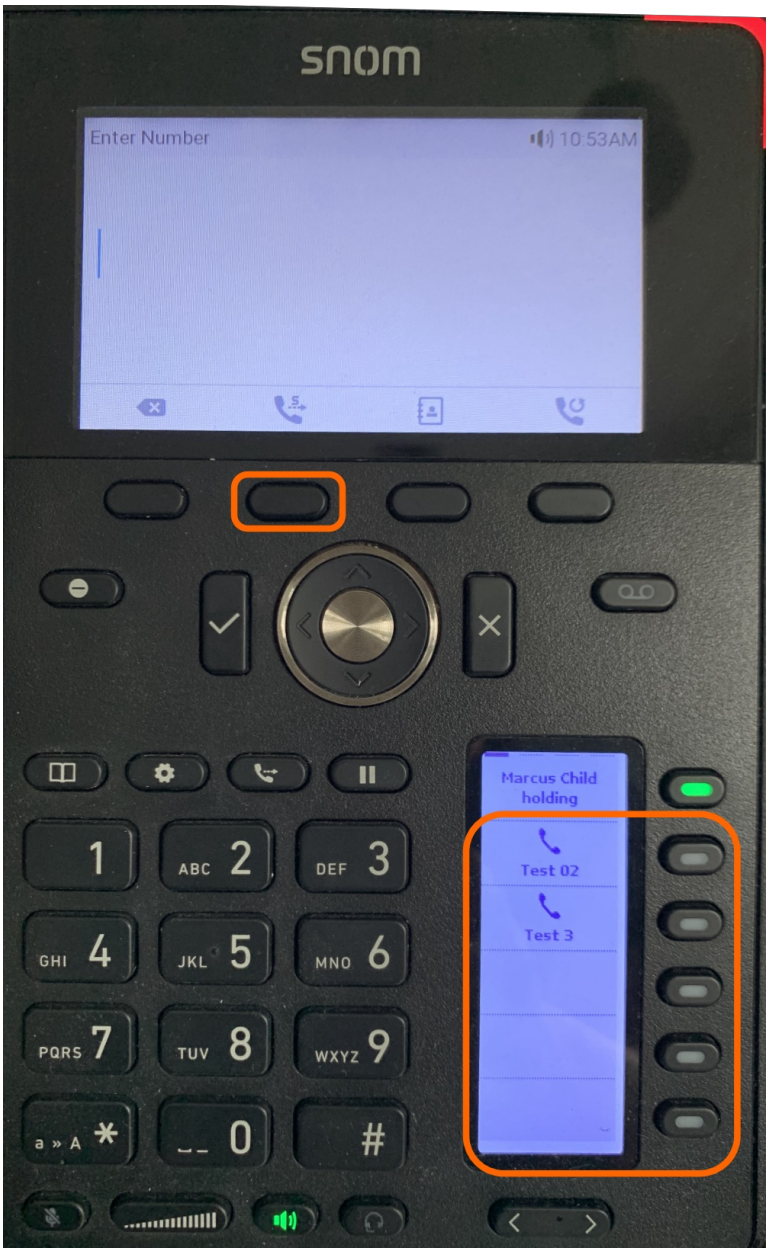


When the **Transfer** key is pressed the caller will be placed on hold. Music on Hold will be played to the caller.

Next you have several options on where you would like to transfer the call:

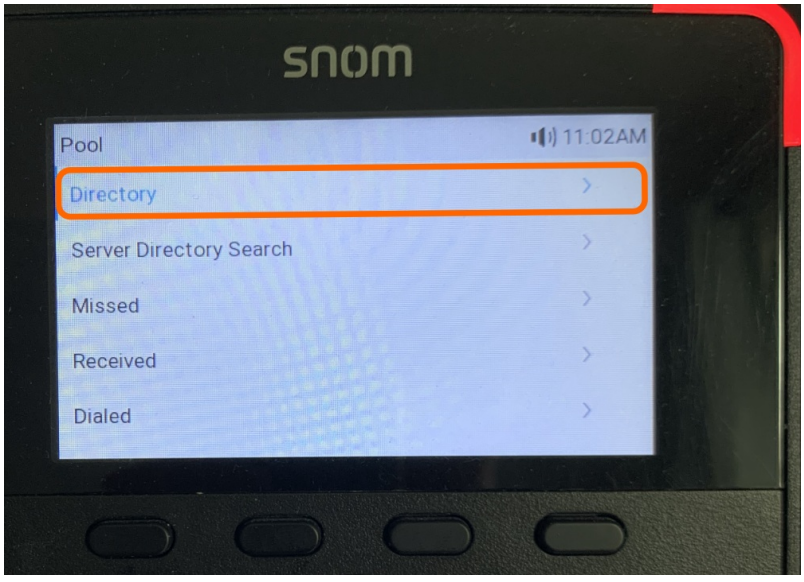
1. Using the Enhanced Mentored Extensions also known as BLF (Busy Lamp Fields)
2. Select a Contact from your list
3. Dial an extension or phone number

When pressing an Enhanced Mentored Extensions soft key also known as BLF this wil**l immediately t**ransfer the call to that user. this is known as a **Blind Transfer.** Your call will end and the caller will be transferred to the destination.

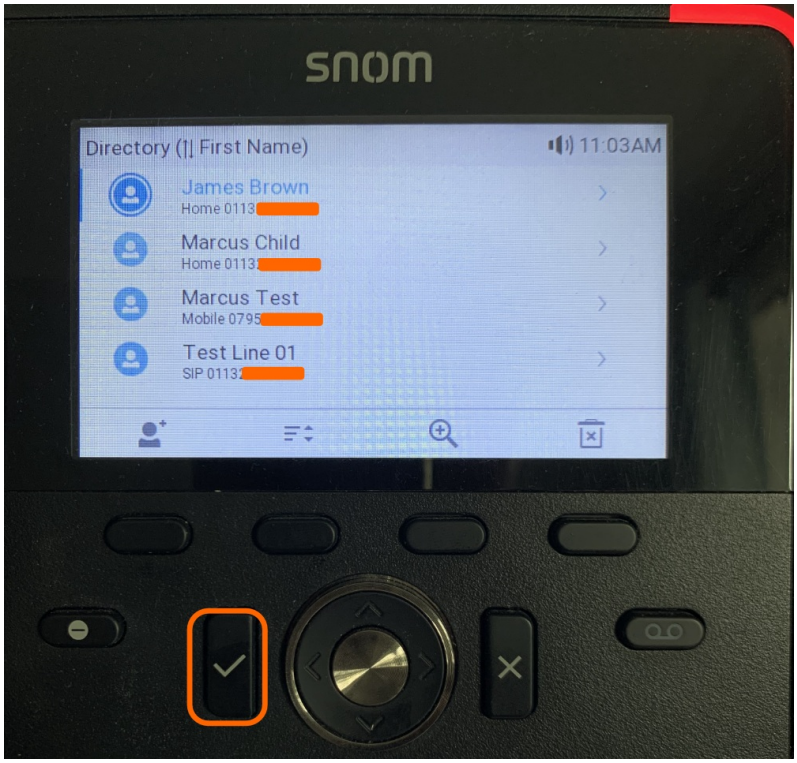


INFO: Please note if the destination, the person you are transferring the call too, is unavailable or busy the call will go to that subscribers voicemail.

When pressing the **Directory/Contacts key** and depending how your phone is configured you may see multiple contact and call lists, select the appropriate one.



You can select **Directory** this will show all **Contacts**, select a contact and press the **enter/accept** key on the phone. This will **immediately** t**ransfer the call to that user.** this is known as a **Blind Transfer.** Your call will end and the caller will be transferred to the destination.



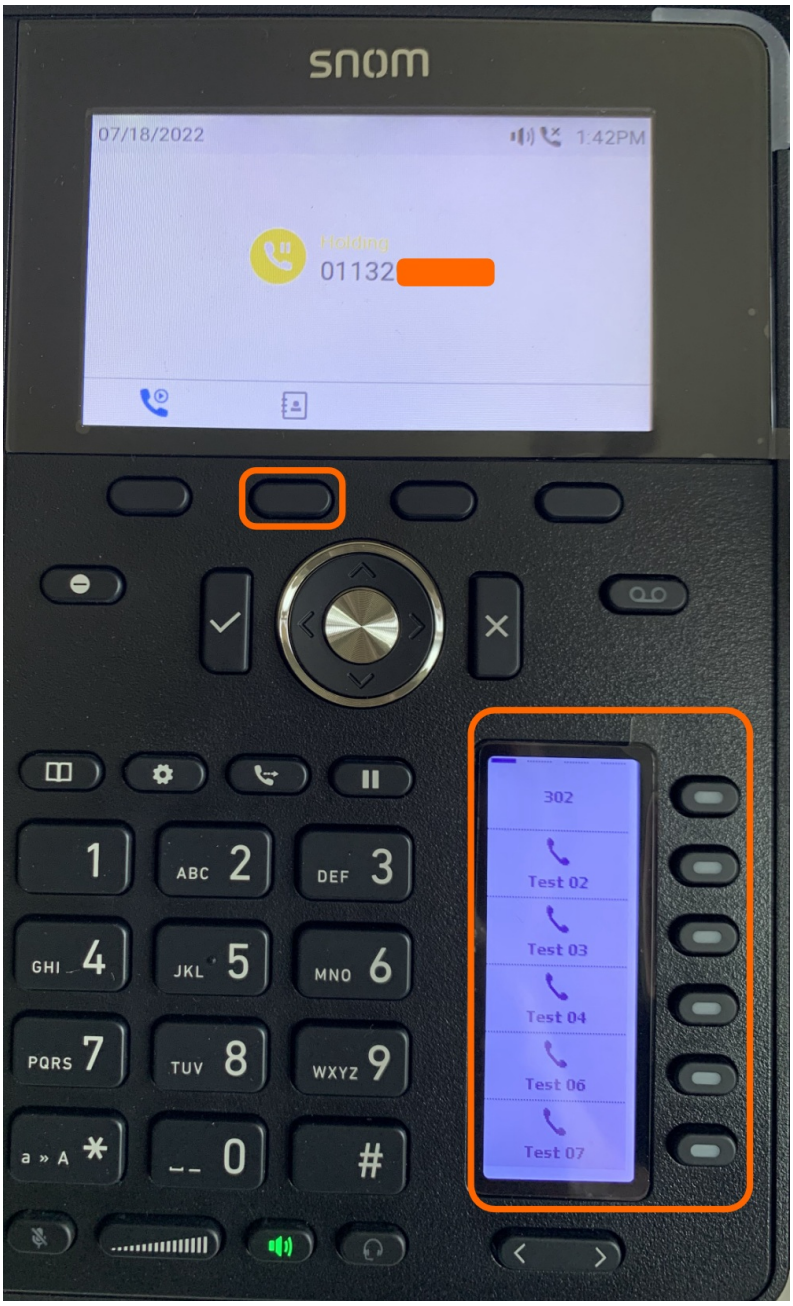
Alternatively you can transfer the call by entering an extension number or phone number. Pressing the enter/accept key on the phone. This will **immediately** t**ransfer the call to that user.** this is known as a **Blind Transfer.** Your call will end and the caller will be transferred to the destination.

Attended Transfer:

While on a call, this time press the **On Hold** key. The caller will be placed on hold. Music on Hold will be played to the caller. This will allow you to use the second line to make another call



To transfer the using an **Enhanced Mentored Extensions** soft key also known as BLF, press the required key and wait for the call to be answered. Or use the **Directory** to select a number or use the keypad to start dialling an extension or phone number.



When answered introduce the call, when ready to transfer the call place**that** call hold, the screen will switch to the original caller which will still be on hold, and press the transfer key **2 times** highlighted below. You see the screen switch between calls before the call is transferred and your call ends.



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