

## Yealink W52: How To Transfer Calls

It is possible to transfer a call to another party in one of the following four ways:

- 1 Blind Transfer: transfer a call directly to another party without consulting
- 2 Semi-Attended Transfer: transfer a call when receiving the ring-back
- 3 Attended Transfer: transfer a call with prior consulting
- 4 Transfer directly to voicemail

### 1 Blind transfer:

1. Press the **Options** soft key during a call, and then select **Transfer**.

You can also press **R** (redirect key) directly.

2. Enter the number or select the handset you want to transfer the call to.

3. Press **R** or the **Transfer** soft key. The call is connected to the number or the handset you specified, and the screen will prompt Call Transferred.

### 2 Semi-attended transfer

1. Press the Options soft key during a call, and then select **Transfer**, or press **R** directly.

2. Do one of the following:

- Enter the number or select the handset you want to transfer the call to. Press off-hook key, speakerphone or OK to dial out.
- Press the Directory soft key, and then select the desired contact. Press off-hook key, speakerphone, OK or the Call soft key. If both the office number and the mobile number of the contact are stored, select the desired number and press off-hook key, speakerphone or the OK soft key to dial out.

3. Press **R** or the **Transfer** soft key to complete the transfer when receiving the ring-back. The screen will show Call Transferred.

### 3 Attended transfer via the handset:

1. Press the Options soft key during a call, and then select **Transfer**. You can also press R directly.

2. Do one of the following:

- Enter the number or select the handset you want to transfer the call to. Press off-hook key, speakerphone or the OK to dial out.
- Press the Directory soft key, and then select the desired contact. Press off-hook key, speakerphone, OK or the Call soft key. If both office and mobile numbers of the contact are stored, select the desired number and press off-hook, speakerphone or the OK soft key to dial out.

3. Press **R** or the **Transfer** soft key to complete the transfer after the party answers the call. The screen will show Call Transferred.

### 4 Transfer calls directly to voicemail:

1. When on a phone call, press Blind Transfer soft-key.

2. Dial \*\* + <extension number > press OK softkey > press Send

3. The caller will then be sent directly to that extension's voicemail.

### How to transfer a call to another party when there are two calls on the handset:

1. Place a call to user A.

2. Place another call to user B - now two calls are established on the handset.

3. Select the desired call (e.g., the call with user A) and make sure the call is active.

4. Press the **Options** soft key, and then select **Call Transfer**. The screen displays the target party (user B) you will transfer the call to.

5. Press the Transfer soft key to complete the transfer.

The screen shows Call Transferred, and then the handset returns to the idle screen. The call is established between user A and User B.