
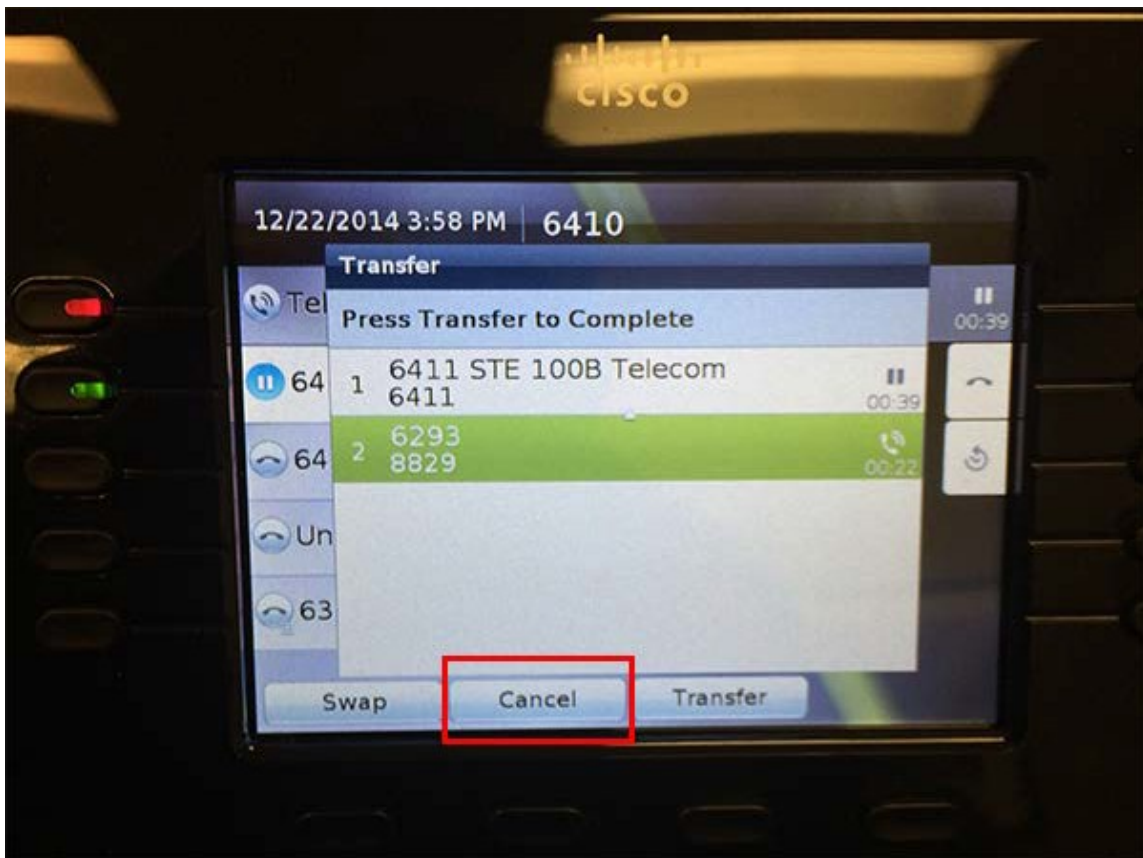


## How to cancel a transfer and send to another ext. or straight to voicemail

**Situation:** Caller wants to be connected to another party. Other party needs to confirm transfer before completing (announced transfer). If other party is unable to take transfer, you must cancel the current transfer before transferring to a different ext. or straight to voicemail.

1. From a live call, press the **Transfer** button  and dial the phone extension to announce transfer to.
2. Once call connects, announce the calling party. If the called party is not able to take the call or wants to have the caller go straight to their voice mail, press the **Cancel** softkey on the phone.

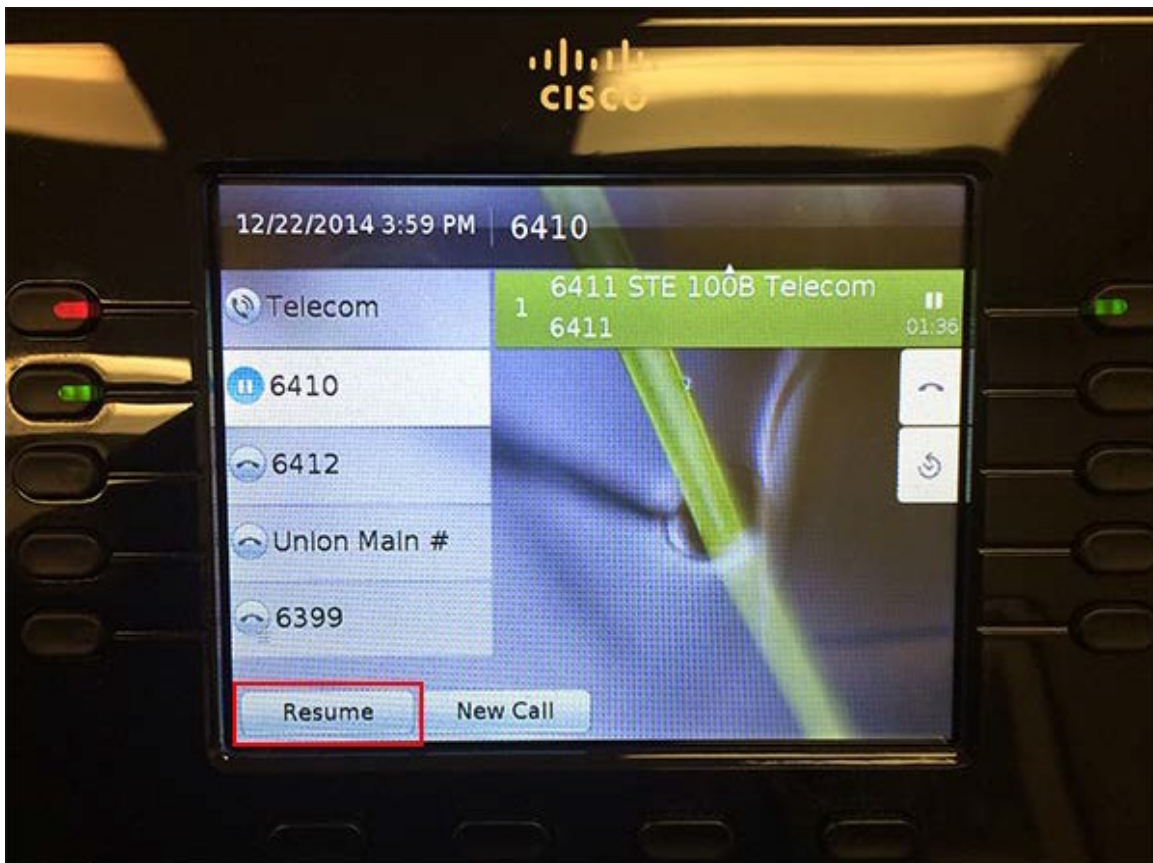


3. While the 2<sup>nd</sup> call line is selected, press the **End Call** softkey.

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4. Press the **Resume** softkey to return to the caller.



5. Announce to the original caller if you are going to transfer to a new number or directly to voicemail.

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6. Press the **Transfer** button , enter 4-digit phone extension. Dial \*4 digit extension if directly to voicemail.  
Example \*6411.

7. Press the **Transfer** button  again to complete transfer. Confirm the phone displays “Call Transferred” or press the **Transfer** button  again until transferred.