

# Correct procedure for initiating Call Transfers when using a Gigaset DECT handset connected to a host PBX:

During an established call, proceed as follows:

1. Press either the **R** key (Recall/Hookflash-telecoms terminology!) or the soft key **Ext.Call** (as indicated in the display during the call) to place the call on hold. Either will have the effect of signalling to the PBX to place the call on hold.
2. Enter the telephone number of the User you wish to call and wait for ringing (this could be an internal extension number or external party, dependent upon the permissions set in the PBX).
3. At this stage you can either:
  - Unsupervised Transfer - hang up to transfer the call unannounced.
  - Supervised Transfer - wait for the other party to answer, then consult/announce the call and hang up. Or it could be that the other party doesn't wish to speak with the Caller in which case select the displayed option to **END ACTIVE CALL** and you will be connected to the Caller once again.



- Full document which describes in further detail available [here](#).
- Comments or questions in relation to this document should be addressed to the originator:

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