




# FAQ Maxwell - Blind transfer

## Introduction

When you do a Blind Transfer, then this is done without actually initiating a call to the other extension. The call is transferred blind. Compared with Attended transfer, you setup a call with the other extension and this person can decide to accept the call or not. When the other side accepts the call, the call on-hold is transferred. You also have the option for unattended transfer where you setup the call to the other extension and before they answered, you already transferred the call on-hold. For the End-user, unattended and Blind transfer acts the same. The differences are more on the protocol level.


Valid for Maxwell			
Basic	2	3	4

Maxwell 2 & 3	Maxwell Basic


Attendant transfer	
<ul style="list-style-type: none"><li>Active call</li><li>Press  key to put call on hold</li></ul>	<div><div><div>Connection10:40</div><div></div><div>02:30</div><div>Call duration</div><div>1010</div><div>Number (Contact)</div><div>Maxwell10 Office</div><div>Name / Number (SIP Display info From)</div><div>Via 11012</div><div>SIP account</div><div>Blind TransferInfo</div></div></div>
<ul style="list-style-type: none"><li>Enter number</li><li>To start call:<ul style="list-style-type: none"><li>Wait for time-out (5 sec.)</li><li>Press Center key</li><li>Press right softkey "DIAL"</li></ul></li></ul>	<div><div><div>Consultation10:40</div><div></div><div>On hold: 1010</div><div>1020</div><div>Via 11012</div><div>&lt; CDial</div></div></div>

- Wait for answer.
- To transfer:
  - Hang-up
  - Press "Transfer"

With "End" you will disconnect the active call and go back to the Call on Hold.

Press  to Swap between the calls.

Consultation10:40



On hold: 1010


1020

Via 11012


End

Transfer

#### Un-Attendant transfer

- Active call
- Press  key to put call on hold

Connection10:40



02:30

1010

Maxwell10 Office

Via 11012

Blind Transfer



Info

Call duration

Number (Contact)

Name / Number (SIP Display info From)

SIP account

<ul style="list-style-type: none"><li>• Enter number</li><li>• To start call:<ul style="list-style-type: none"><li>◦ Wait for timeout (5 sec.)</li><li>◦ Press Center key</li><li>◦ Press right softkey "DIAL"</li></ul></li></ul>	<div data-bbox="297 189 1037 657"><div>Consultation10:40</div><div>On hold: 1010</div><div>1020</div><div>Via11012</div><div>&lt; CDial</div></div>
<ul style="list-style-type: none"><li>• To transfer:<ul style="list-style-type: none"><li>◦ Hang-up</li><li>◦ Press "Transfer"</li></ul></li></ul>	<div data-bbox="297 900 1037 1369"><div>Consultation10:40</div><div>On hold: 1010</div><div>1020</div><div>Via11012</div><div>EndTransfer</div></div>
Blind transfer	

- Active call
- Press "Blind Transfer" key to put call on hold

The screenshot shows a 'Connection' screen with a black header bar containing the word 'Connection' and the time '10:40'. Below the header, there is a green icon of two arrows forming a circle. To the right of the icon, the call duration '02:30' is displayed. In the center, the contact number '1010' is shown. Below the number, the text 'Maxwell10 Office' and 'Via 1 1012' are visible. At the bottom, there is a black bar with 'Blind Transfer' on the left and 'Info' on the right. Blue arrows point from labels on the right to the corresponding elements: 'Call duration' points to '02:30', 'Number (Contact)' points to '1010', 'Name / Number (SIP Display info From)' points to 'Maxwell10 Office', and 'SIP account' points to 'Via 1 1012'. A red circle highlights the 'Blind Transfer' button. Below the screenshot, the text 'Was previous "Consult", same as' is followed by a small icon of a telephone handset.

- Enter number
- To start call:
  - Wait for time-out (5 sec.)
  - Press Center key
  - Press right softkey "DIAL"
- Call is transferred.

The screenshot shows a 'Consultation' screen with a black header bar containing the word 'Consultation' and the time '10:40'. Below the header, there is a green icon of two arrows forming a circle. To the right of the icon, the text 'On hold: 1010' is displayed. In the center, the contact number '1020' is shown. Below the number, the text 'Via 1 1012' is visible. At the bottom, there is a black bar with '< C' on the left and 'Dial' on the right.

To go back to the Call On-hold, press the  key before dialing.