




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">Active callPress  key to put call on hold	<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">Enter numberTo start call:<ul style="list-style-type: none">Wait for time-out (5 sec.)Press Center keyPress right softkey "DIAL"	<div><div><div>Consultation10:40</div><div></div><div>On hold: 1010</div><div>1020</div><div>Via 11012</div><div>< 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

- Enter number
- To start call:
 - Wait for timeout (5 sec.)
 - Press Center key
 - Press right softkey "DIAL"

Consultation10:40



On hold: 1010

1020


Via11012

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Dial

- To transfer:
 - Hang-up
 - Press "Transfer"

Consultation10:40



On hold: 1010

1020

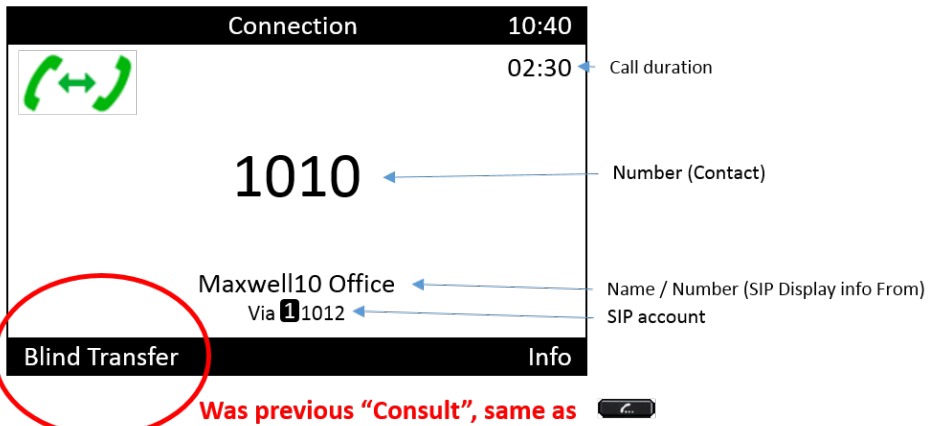
Via11012

End

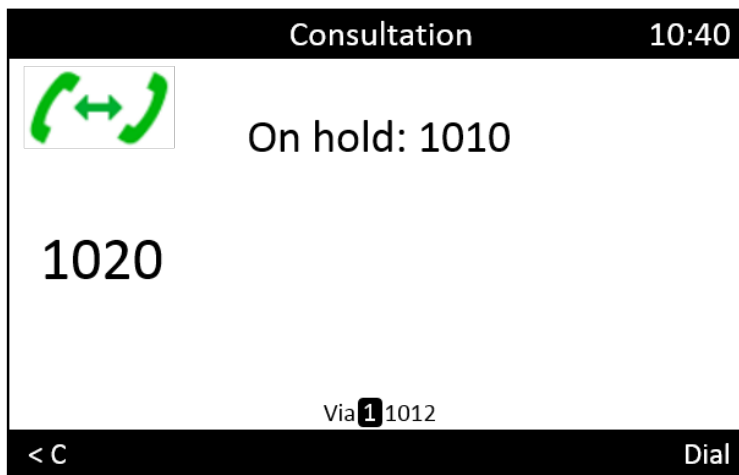
Transfer

Blind transfer

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



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



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