

Transfer a Call on CloudLine

There are two types of call transfer:

- **Blind Transfer:** Transfer an ongoing call to a third party immediately without giving him or her prior notification.
- **Attended Transfer:** Put the ongoing call on hold and establish a second call with third party to pass on all relevant information and get his or her consent before transferring the call.

Mobile App:

Blind Transfer



1. During an active call, tap  (Blind) on the call screen.

The call is put on hold.

2. Select the contact who you want to transfer the call to in any of the following ways:
 - **Contacts:** Select a contact from your CloudLine directory.
 - **Dialpad:** Enter the desired phone number on the dialpad, then tap





- Call Logs: Select a contact from call logs.

The current call is disconnected; The specified contact will receive the call. When the call is answered, the other two parties are connected.

Perform an attended transfer




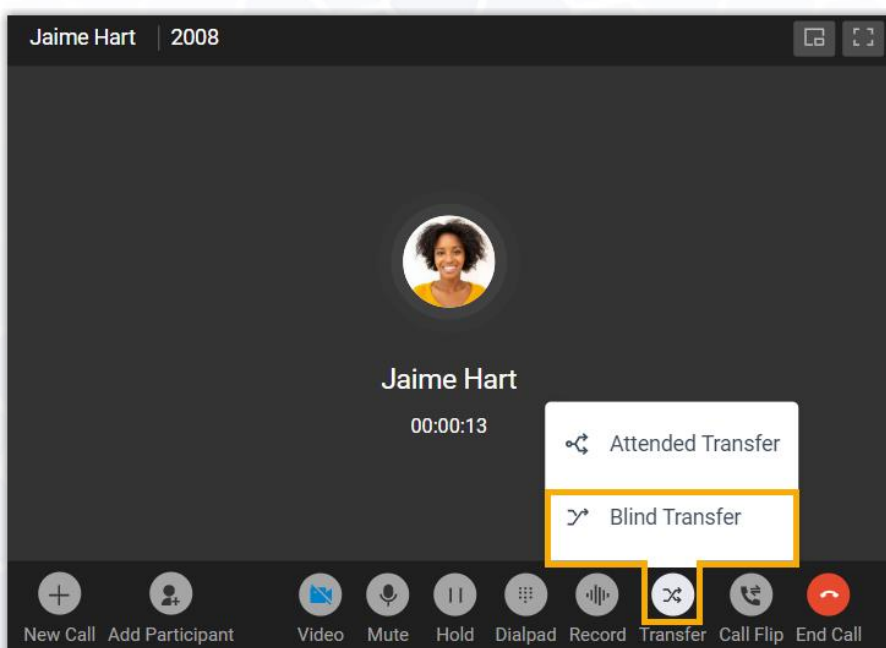
1. During an active call, tap  (Attended) on the call screen.
The call is put on hold.
2. Select the contact who you want to transfer the call to in any of the following ways:
 - Contacts: Select a contact from your CloudLine directory.
 - Dialpad: Enter the desired phone number on the dialpad, then tap .
 - Call Logs: Select a contact from call logs.

The specified contact will receive a call.
3. If the specified contact answers the call, you can talk to the contact to pass on all relevant information first, then tap Attended.
The current call is disconnected; The other two parties are connected.

Desktop App:

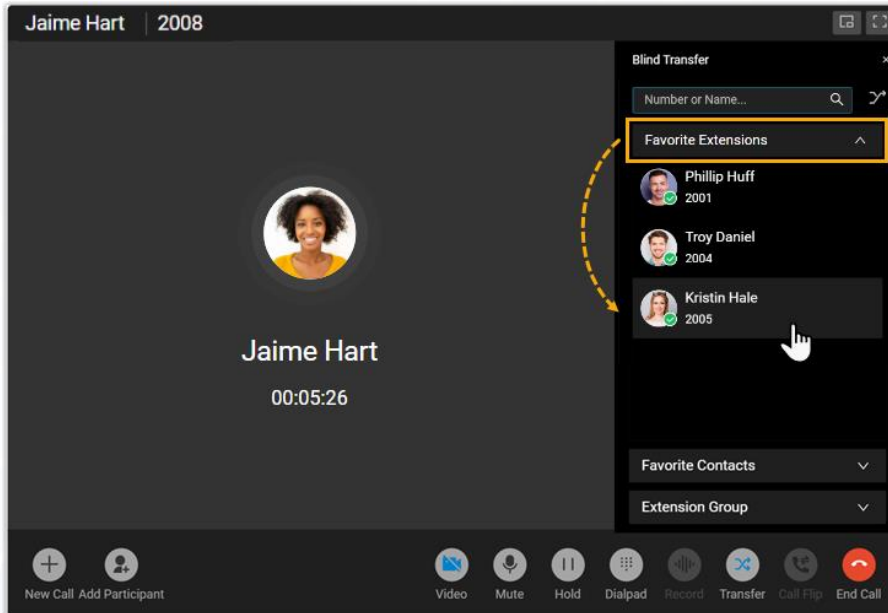
Perform a blind transfer

1. During an active call, click  (Transfer) on the call screen, then select Blind Transfer.

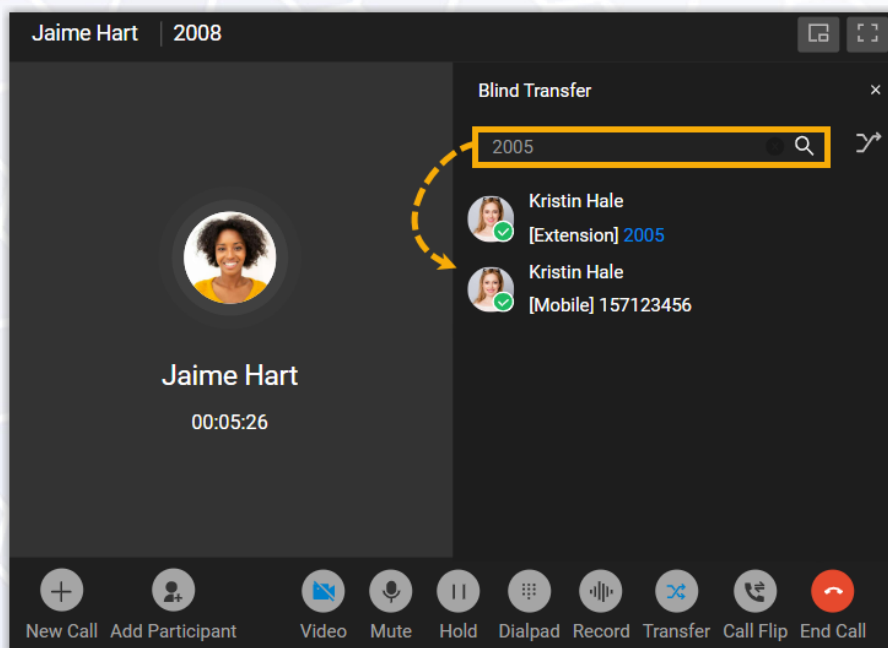


The call is put on hold.

2. Select the desired individual using either of the following methods.
 - In the right-panel, select a list and click on the desired extension user or contact who you want to transfer the call to.




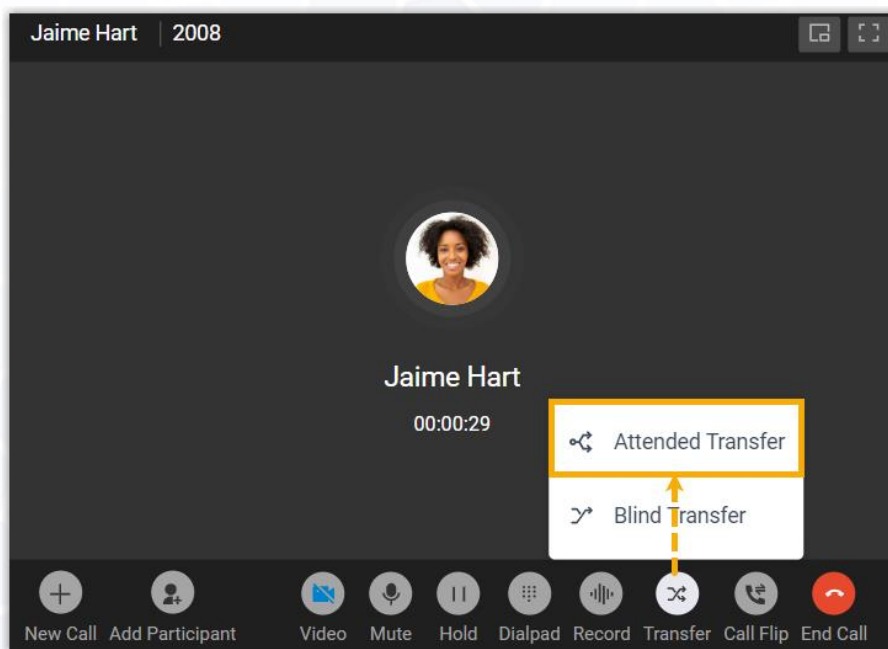
- In the search bar, enter the number or the name of the extension user or contact who you want to transfer the call to, then select the desired number from the result.



3. The current call is disconnected; The specified extension user or contact will receive the call. When the call is answered, the other two parties are connected.

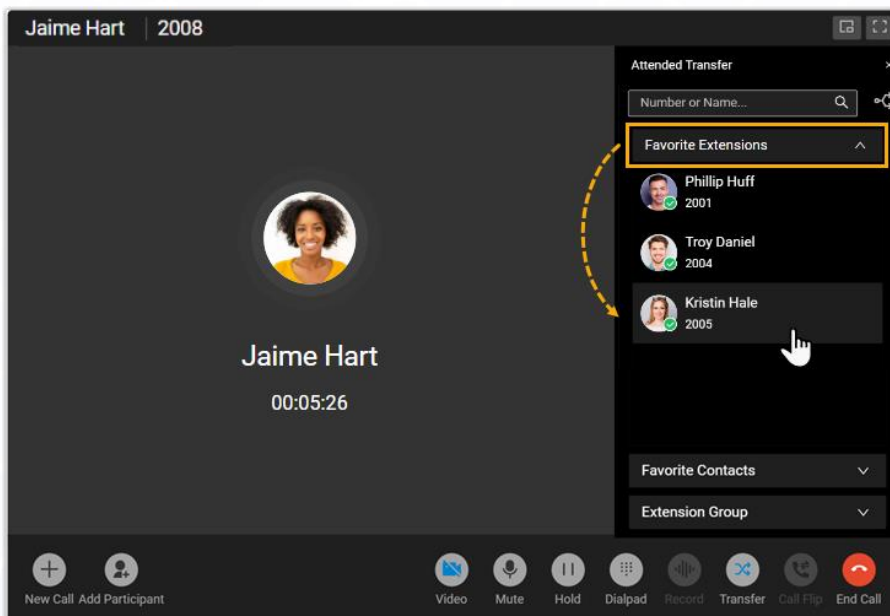
Perform an attended transfer

1. During an active call, click  (Transfer) on the call screen, then select Attended Transfer.

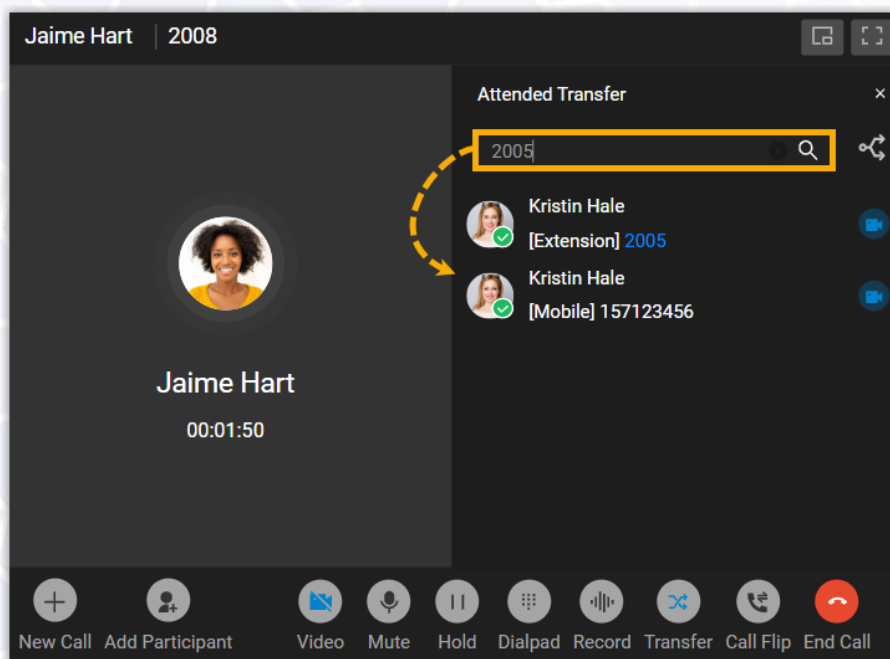


The call is put on hold.

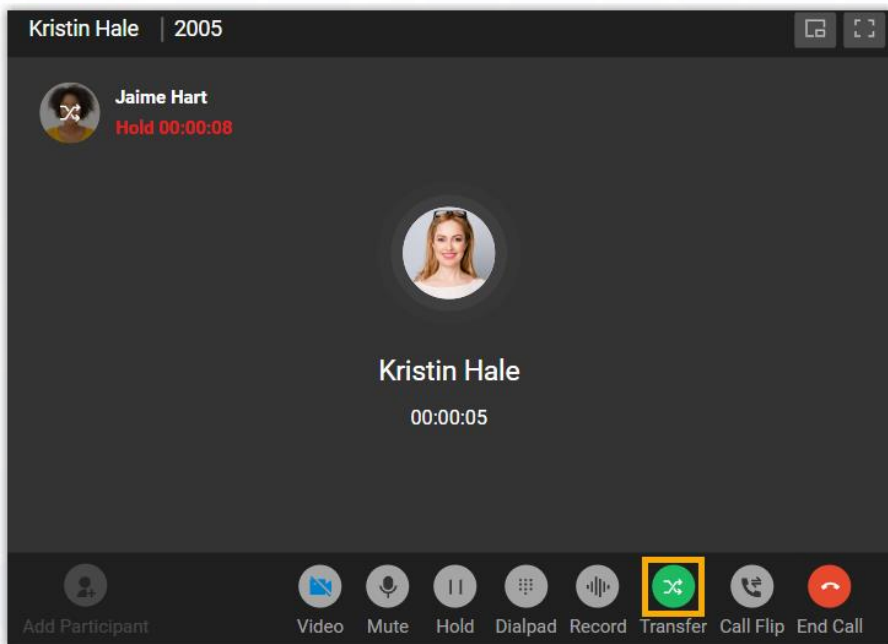
2. Select the desired individual using either of the following methods.
 - In the right-panel, select a list and click on the desired extension user or contact who you want to transfer the call to.



- In the search bar, enter the number or the name of the extension user or contact who you want to transfer the call to, then select the desired number from the result.



3. The specified extension user or contact will receive a call.
4. If the specified contact answers the call, you can talk to the contact to pass on all relevant information first, then click Transfer.



The current call is disconnected; The other two parties are connected.