

## Silverline Handset Guide



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### **Cold Transfer (put a call straight through to the intended party):**

Whilst on the call, press 'TRAN'

Dial the extension number

Press 'TRAN' again to transfer the call

### **Warm Transfer (speak to the intended party before you transfer the call):**

Whilst on the call, press 'TRAN'

Dial the extension number

Press # (this puts the original call on hold whilst you speak to the intended party)

Press 'TRAN' again to transfer the call

### **Pick-Up a call:**

Dial \*98# (this will pick up the FIRST call in the group – this can be an external DDI call, internal transfer or internal call)

### **Conference call:**

Dial the first number

Place the caller on 'HOLD'

Select 'NEW CALL' and dial the second number

Press 'CONF' and both calls will merge

### **Call forwards:**

*This function is easiest through the Unity PC Client*

- Settings Tab > Services > Call Forward Always (Forwards ALL calls to another number/ extension)
- Settings Tab > Services > Call Forward Busy (Forwards calls to another number/ extension when you are on a call)
- Settings Tab > Services > Call Forward No Answer (Forwards calls to another number/ extension if the call isn't answered in a certain amount of rings)