



How to Transfer

There are 3 different transfer options in ITC-Cloud.

1. Blind Transfer
 - a. Press transfer
 - b. Type extension number
 - c. Press Call
 - d. Press Now

Caller will hear, "Your call is now being forwarded. Please hold." This will ring the phone before going to voicemail, if not answered.

2. Announced Transfer
 - a. Press transfer
 - b. Type in extension number
 - c. Press Call
 - d. Press Talk

The extension will ring allowing the person at the extension to answer the call. Once answered the incoming caller can be announced and given any important information needed for the person to take the call.

3. Transfer direct to Voicemail
 - a. Press transfer
 - b. Type 03 +extension number
 - c. Press Call
 - d. Press Now

The caller gets transferred straight to the persons voicemail by-passing any ring on the phone.