

---

# Cisco IP Phone 79 Series

## Transfer and Forward Calls

---

### Introduction

---

Using the Cisco IP Phone, transferring and forwarding calls is a relatively simply process. This self-help document will show you how to transfer calls in two ways and how to forward all calls.

### Transfer a Call

---

Using the Cisco IP Phone, you may transfer a call directly to the recipient or speak with the recipient before the transfer. You will learn both ways.

#### ***Transfer a Call without Talking to the Transfer Recipient***

1. From a connected call, press the Transfer softkey. This will put the call on hold.



Figure 1

2. Using the keypad, dial the target extension.
3. When you hear the call ringing, press the **Transfer** softkey again.
4. Hang up the handset.

#### ***Talking to the Transfer Recipient***

1. From a connected call, press the **Transfer** softkey. This will put the call on hold.
2. Using the keypad, dial the target extension and wait for the transfer recipient to answer. You may have a conversation with the recipient before the call is transferred.
3. If the recipient accepts the transferred call, press the **Transfer** softkey again.
4. If the transfer will not be completed, after the transfer recipient hangs up, press the **Resume** softkey to return to the original call.



Figure 2

## Forward all Calls

There may be times when you wish to forward all your calls to a colleague, to voicemail, or to another extension. You would do this when you are going to be away from your desk, or need privacy for an extended amount of time.

1. Press the **CFwdALL** softkey on your phone. Your phone will beep twice.

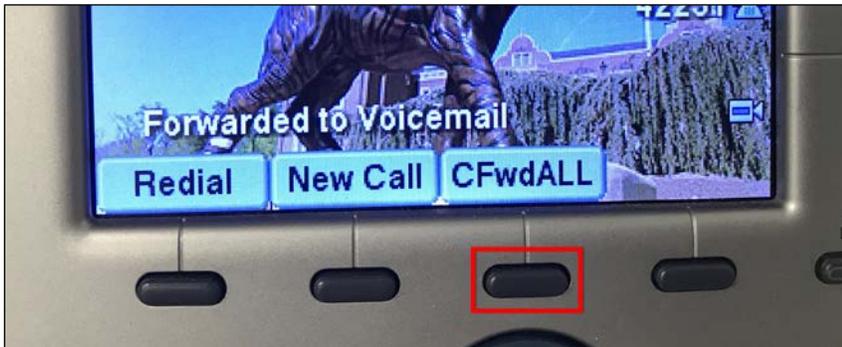


Figure 3

2. Enter the extension where you want your incoming calls to ring.
3. After you enter the extension, your phone will beep once. You will see two indicators that your calls have been forwarded.
  - a. At the bottom of your display, a message will read **Forwarded to extension**.
  - b. At the top of the display, a flashing arrow will appear beside your phone number.



Figure 4

4. When someone calls your extension, they will be rerouted to the extension you indicated. When the call is received on the forwarded line, the message will read **Forward caller name For Original recipient**.



Figure 5

5. To turn off call forward all, press the **CFwdAll** softkey again. Your phone will beep once.