Consultative call transfer

Consultative transfer is the ability to transfer a call, and speak to the called party before 'putting the call through'.

To perform a consultative transfer, whilst in a call:
 ➢ press recall
 ➢ enter <destination number>
 ➢ press #
 ➢ wait for the call to be answered
 ➢ talk to the newly called party
 ➢ clear down (the call transfer will be completed)

Pressing # after entering the destination number is optional; if # is not pressed then the Vega will wait a short time to ensure that the full destination number has been dialled before connecting the call.

Blind call transfer

Blind transfer is the ability to transfer a call without talking to the called party.

To initiate a blind transfer, whilst in a call:
 ➢ press recall
 ➢ press * 9 8 *
 ➢ enter <destination number>
 ➢ press #
 ➢ put the phone down

Pressing # after entering the destination number is optional; if # is not pressed then the Vega will wait a short time to ensure that the full destination number has been dialled before connecting the call.

If the called party picks up their phone before you replace your handset you may hear busy tone – this is expected.

Broker call transfer

If you are making a consultative call transfer and wish to talk to the original party again before transferring the call you can 'broker' between the two parties using recall.

To perform a broker call transfer, start by connecting to the destination party
- ➢ press recall
- ➢ enter <destination number>
- ➢ press #
- ➢ wait for the call to be answered
- ➢ talk to the called party

now perform the 'broker' function:
- ➢ press recall
  - you now hear special dial tone – Vega is in command mode
- ➢ press recall
  - you may now speak to the original caller
- ➢ press recall
  - you now hear special dial tone – Vega is in command mode
- ➢ press recall
  - you may now speak to the called party

repeated presses of 'recall' cycle through these modes.

Whilst speaking to either party, clear down and the call transfer will be completed.

Command mode

When dial tone is heard after pressing recall the Vega is in command mode. At this stage it is possible to:
- • disconnect the last party you talked to
- • connect the other two parties together
- • introduce a new party (if only 1 other party is left in the call)

To disconnect the last party you talked to, when in command mode:
- ➢ press * 5 2

To connect the other two parties together (and drop yourself out of the call), when in command mode:
- ➢ press * 9 9

To introduce a new party to the call, only yourself and one other party may be in this call. To introduce the new party, when in command mode:
- ➢ dial the telephone number of new party, and optionally follow with the # key