How to Transfer Calls on Cisco SPA 303G devices

Objective

How to perform the three types of transfers on Cisco SPA 303G devices: warm transfer, blind transfer, transfer to Voicemail.

Applies To

- Cisco SPA 303G

Procedure

Performing a Warm Transfer

1. During an active call, press Transfer. The call is placed on hold and a new line is opened to dial the number.
2. Enter the number to which you want to transfer the call.
3. Do one of the following:
   - To transfer the call without waiting for the other person to answer, press the Transfer softkey after the call begins to ring. Then hang up. (If you hang up before the second call rings, the transfer fails and the first call is disconnected.) If you misdial, press the EndCall softkey, then the Resume softkey to return to the original call.
   - To transfer after speaking privately to the other person, press the Transfer softkey at any time during the conversation.

Performing a Blind Transfer

1. During an active call, press the bxfer softkey.
2. Enter the number to which you want to transfer the call and press dial. The call is transferred with no further action required on your part.

Performing a Transfer to Voicemail

1. During an active call, press xfer2vm
2. Enter the number to which you want to transfer the call and press Dial. The call is transferred with no further action required on your part.
required on your part.