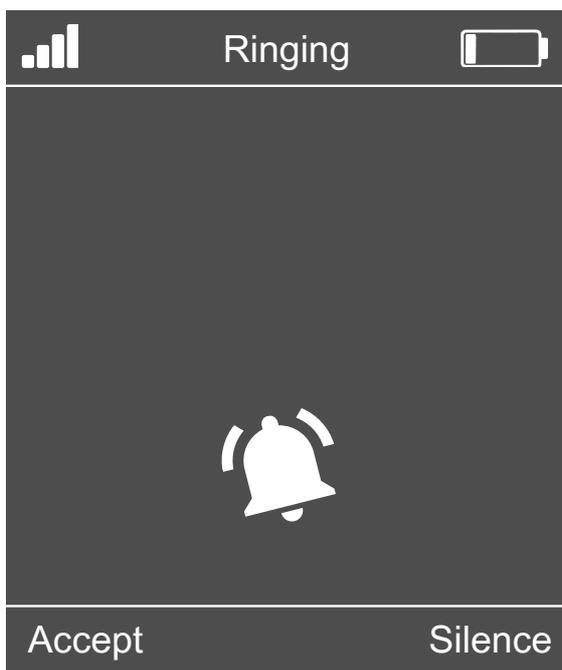


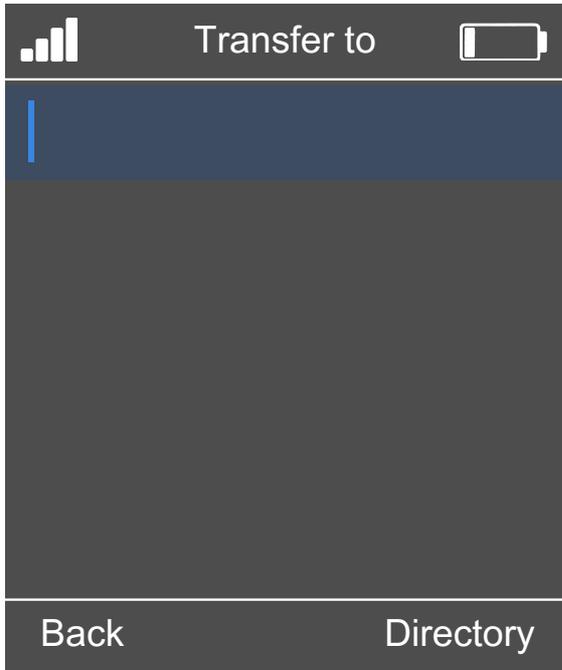
Transferring Calls (W60 / W70)

This guide will run through exactly how to transfer calls using the Universe system and a **Yealink W60/W70 handsets**. For these models there is a transfer button on the device to make transferring calls easier

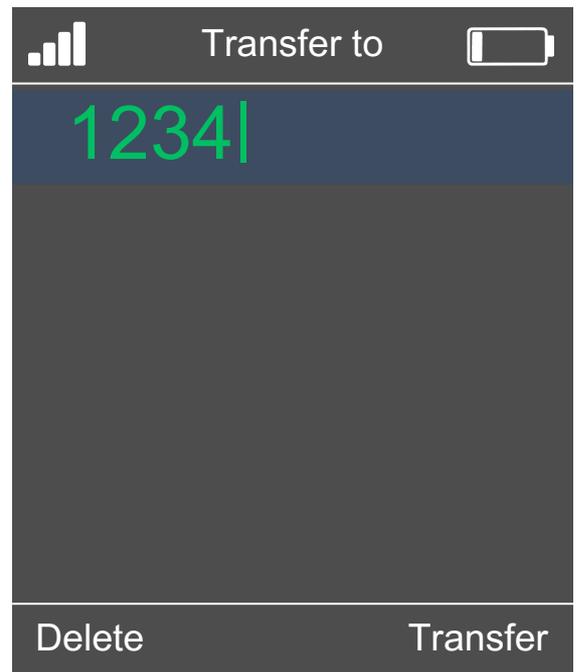
- 1.) Any incoming calls will pop up on the screen like so and you can **“Accept”** this call or **“Silence”** it



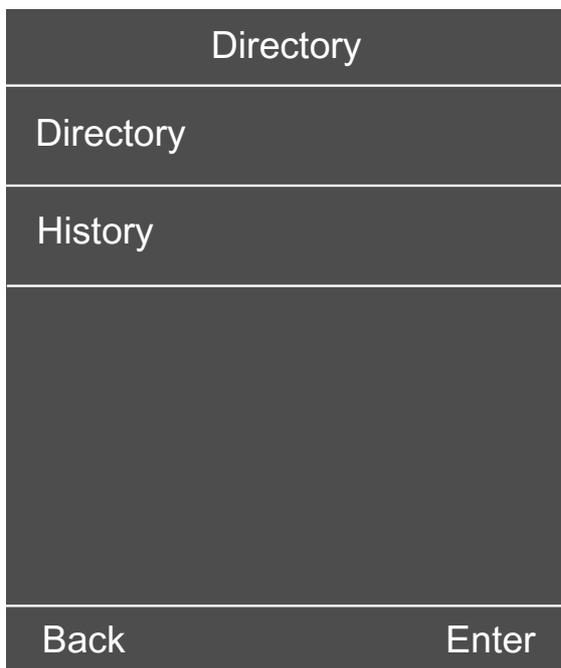
- 2.) Once accepted, if you need to transfer this call then simply click the **“Transfer button”** on the bottom left of the device



3.) Once you have selected the transfer button, you will be shown this screen on the device



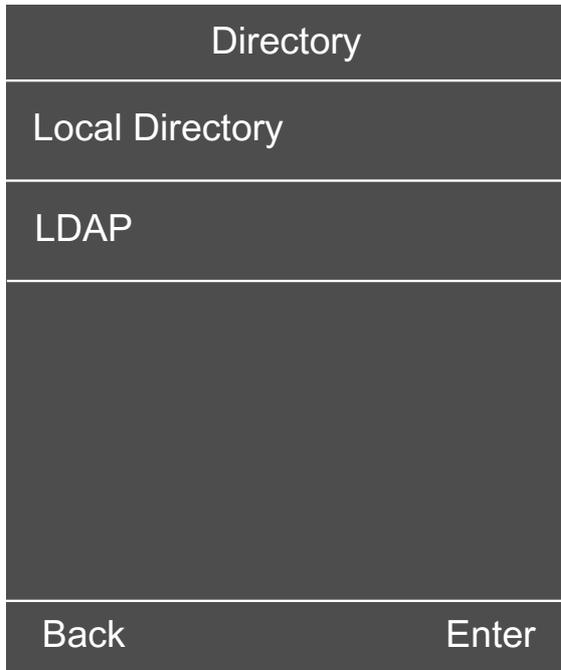
4.) You can either enter a colleague's **short number** and hit the transfer button on the bottom right



5.) Or you can choose "**Directory**" on the bottom right of the screen and you then have two options you can choose from, "**History**" or "**Directory**"



6.) "**History**" will be for recent calls



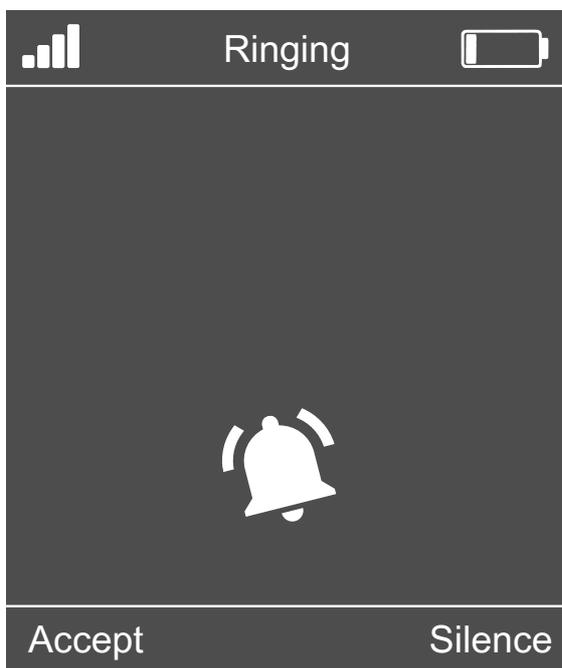
7.) “**Directory**” will show you these two options



8.) The “**Local directory**” will be the handsets personal phonebook. Each user can add contacts into their local directory if they wish

9.) The “**LDAP**” will be the companys phonebook which can be updated via the Universe web portal and this means all contacts in here will be relevant to all the staff in the company

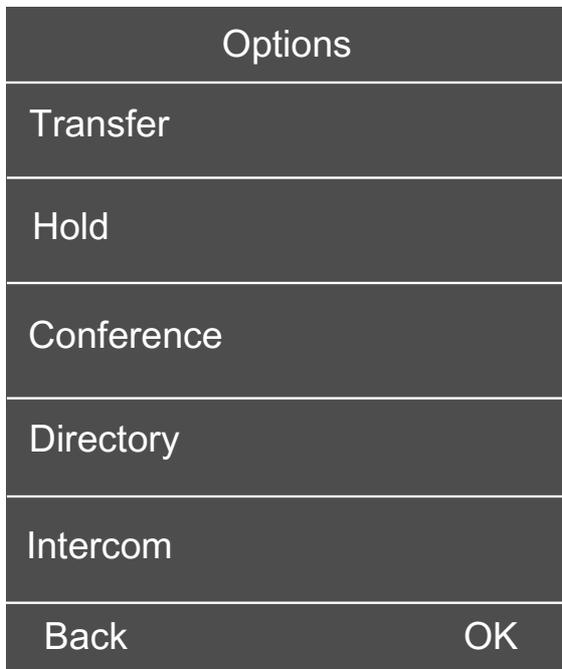
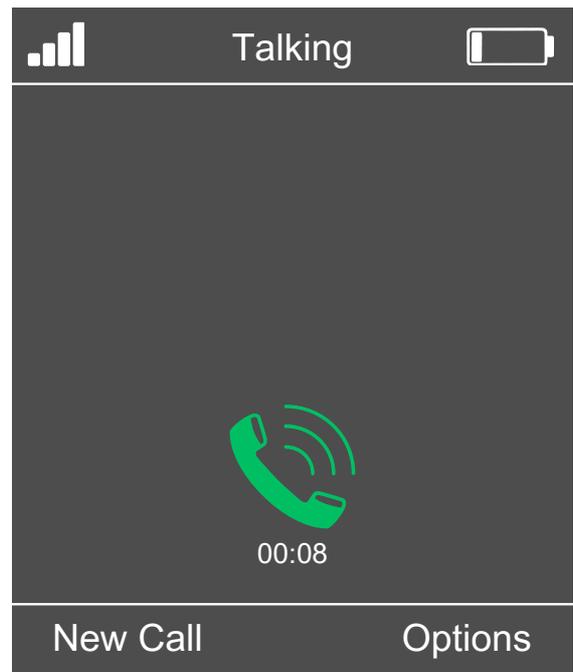
You can also transfer calls using another method which will be shown below:



1.) Any incoming calls will pop up on the screen like so and you can “**Accept**” this call or “**Silence**” it



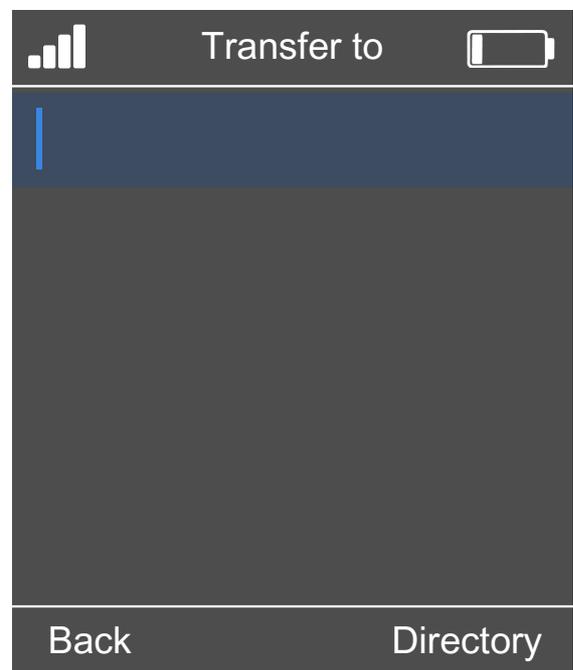
2.) Once you have accepted the call you will then see this screen with a **“New Call”** and an **“Options”** buttons

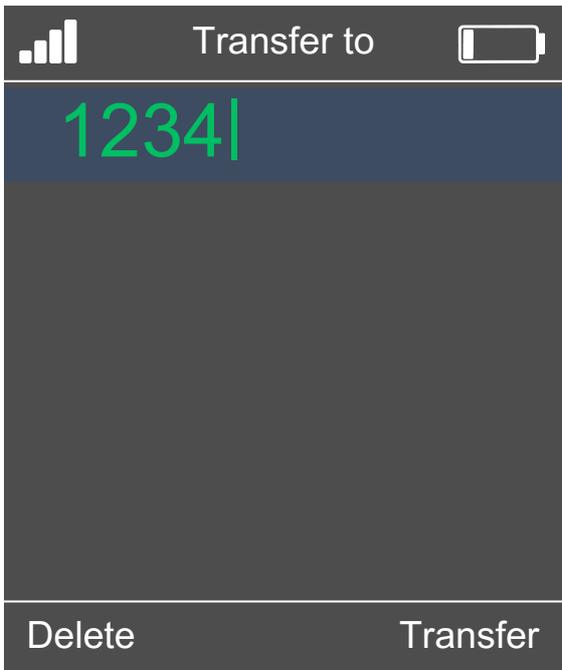


3.) If you click **“Options”** you can then choose the **“Transfer”** button in the list and then click **“OK”**



4.) Once you have selected the **“Transfer”** button you will be shown this screen on the device



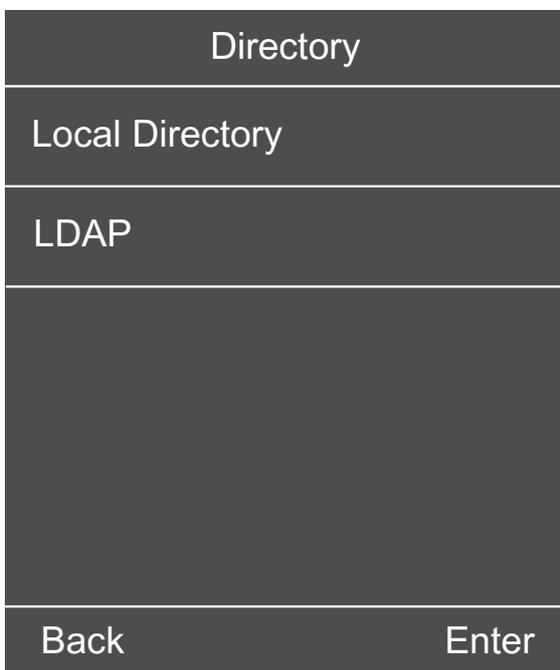
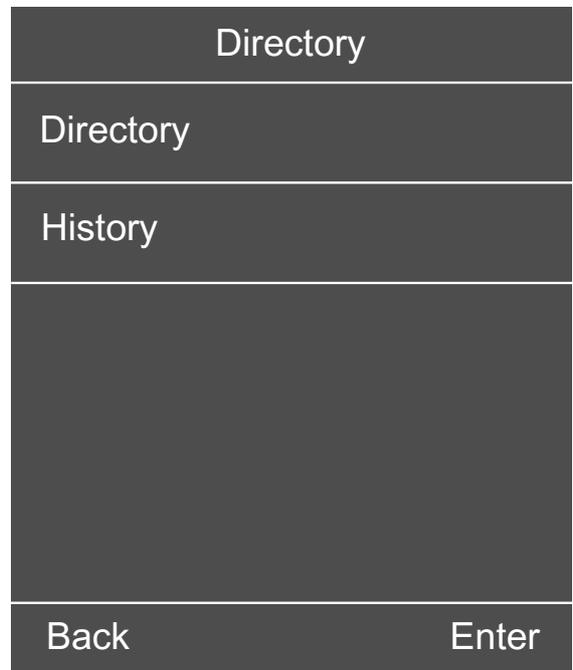


5.) You can either enter a colleague's **short number** and hit the **“Transfer”** button on the bottom right



6.) Or you can choose **“Directory”** on the bottom right of the screen and you have two options you can choose from, **“History”** or **“Directory”**

7.) **“History”** will be for recent calls



8.) **“Directory”** will show you these two options



9.) The “**Local directory**” will be the handsets personal phonebook.
Each user can add contacts into their local directory if they wish

10.) The “**LDAP**” will be the companys phonebook which can be updated via the Universe web portal and this means all contacts in here will be relevant to all the staff in the company

If you have any questions about transferring calls then please get in touch and a member of our faults team will be able to assist you

0333 023 7000
faults@firstcomeurope.co.uk