



## MondoTalk Guide - Call Transfer via BLF Keys

**Overview:** This process will allow you to use the BLF keys as a speed dial to transfer calls between extensions.

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### SNOM Phones

#### Attendant transfer (Recommended)

1. During an active call, press the BLF key of the person you wish to transfer to. This will place the call on hold and call the party C.
2. Once the party C answers and confirms he/she can take the call, press transfer. The caller and party C will then be connected and you will be disconnected from the call.

#### Blind transfer

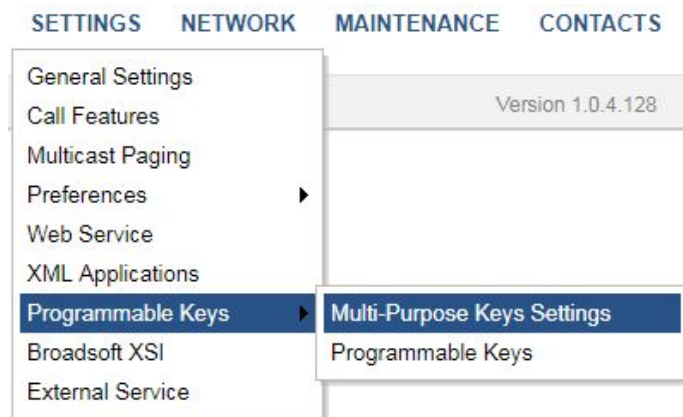
1. During an active call, press transfer then the BLF key of party C.
2. You will be disconnected from the call and the caller will be calling party C.

## Grandstream Phones

You need to nominate the call transfer type for Grandstream phones. MondoTalk always recommend attendant transfer since it is more professional.

Your phone should also be using the latest firmware to enable this feature.

1. Login to the phone's interface by typing its IP address in your computer's web browser (Please make sure that the computer and the phone are on the same local network).
2. Go to settings >> Programmable keys >> Multi-Purpose Keys Settings



3. Select your desired transfer mode. MondoTalk recommends attendant transfer.

## Multi-Purpose Keys Settings

### Call Screen Settings

Transfer Mode via MPK

Enable transfer via non-Transfer MPK  No  Yes

4. Click save and apply.

Once you have configured the transferred mode, you can now utilize it by:

### Attendant transfer (Recommended)

1. During an active call, press hold then press the BLF key of party C.
2. Once party C answers, press transfer then press the line key of where the caller is at.
3. You will be disconnected from the call whilst party C and the caller will be connected.

## Blind transfer

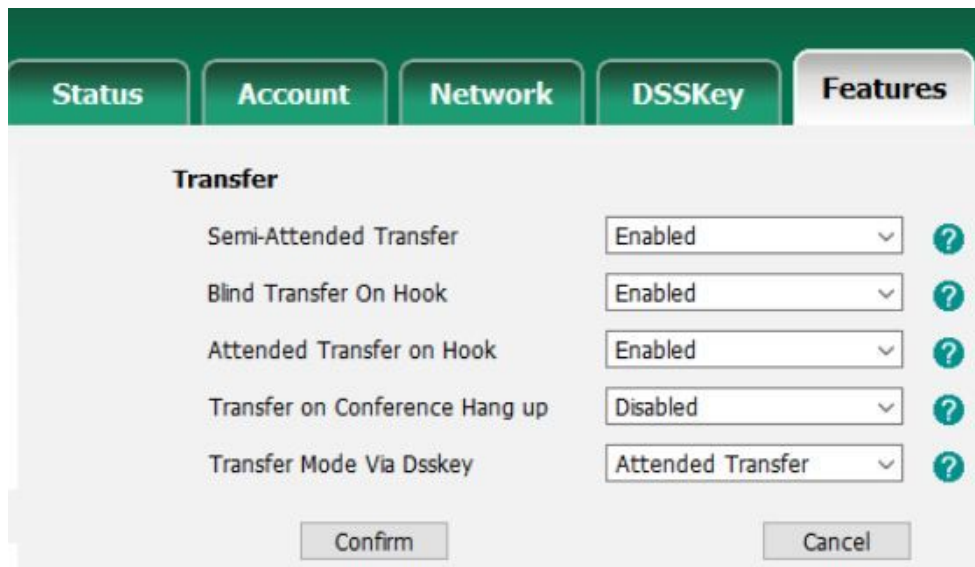
1. During an active call, press hold then press the BLF key of party C.
2. This will immediately disconnect you from the call and the caller will be transferred to party C.

## Yealink Phones

You need to nominate the call transfer type for Yealink phones. MondoTalk always recommend attendant transfer since it is more professional.

Your phone should also be using the latest firmware to enable this feature.

1. Login to the phone's interface by typing its IP address in your computer's web browser (Please make sure that the computer and the phone are on the same local network).
2. Go to settings >> transfer.
3. Select attendant transfer in transfer mode.



4. Click confirm.

Once you have configured the transferred mode, you can now utilize it by:

### Attendant transfer (Recommended)

4. During an active call, press hold then press the BLF key of party C.
5. Once party C answers, press transfer then press the line key of where the caller is at.
6. You will be disconnected from the call whilst party C and the caller will be connected.

### Blind transfer

3. During an active call, press hold then press the BLF key of party C.
4. This will immediately disconnect you from the call and the caller will be transferred to party C.