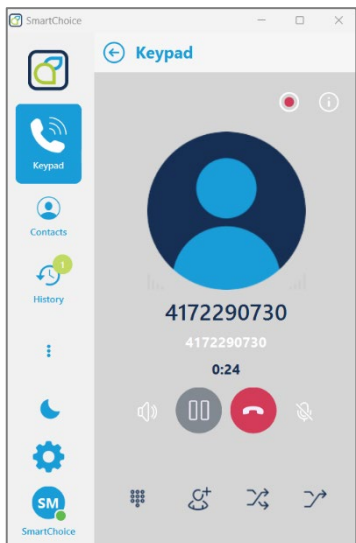


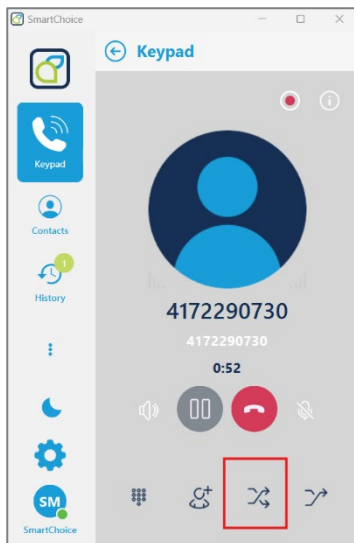
# Attended Transfer on Desktop App

An **attended transfer** is a feature where the person initiating the transfer (the transferring party) first speaks to the transfer recipient (the target party) to confirm the transfer before completing it. This ensures the target party is prepared to take the call, providing a more seamless and professional handoff.

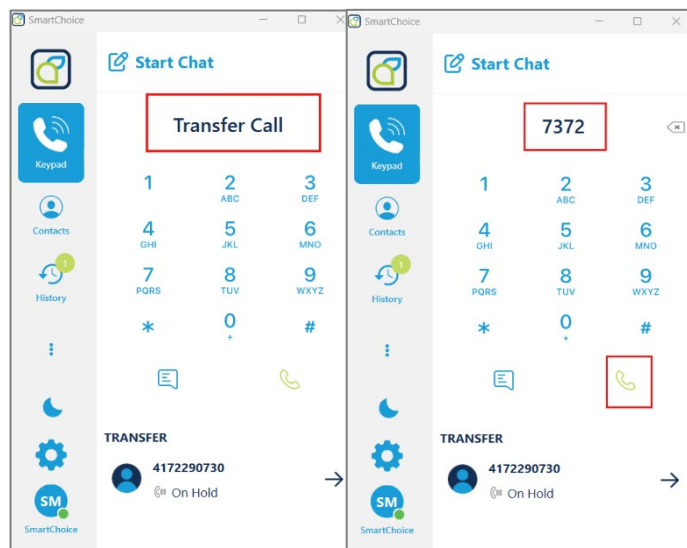
1. Call established.



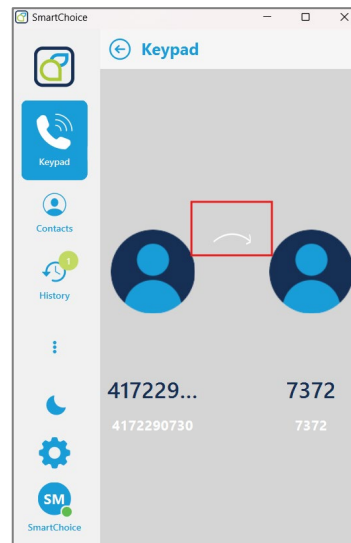
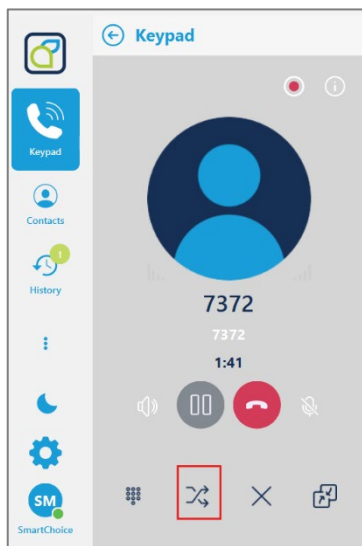
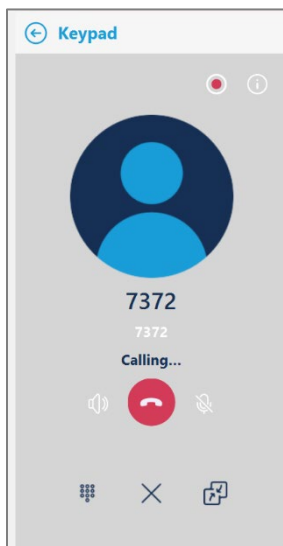
2. Click the attended transfer option below.



3. With the call placed on hold, above the keypad type in the Extension you are transferring to and press the Phone option.



4. The calling screen will appear, once the recipient extension answers and you confirm the call is good to be transferred, please select the Attended Transfer option highlighted below.

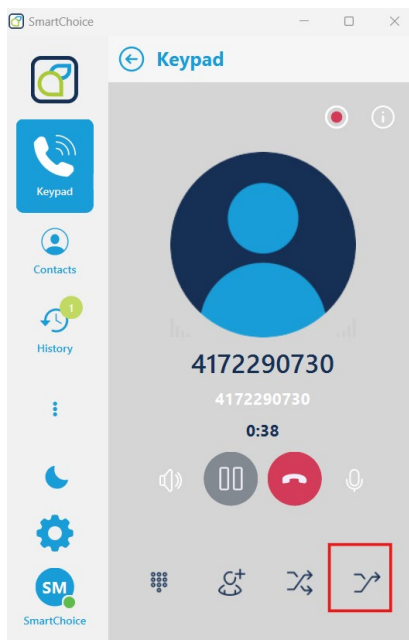


5. You will then see the transfer complete screen.

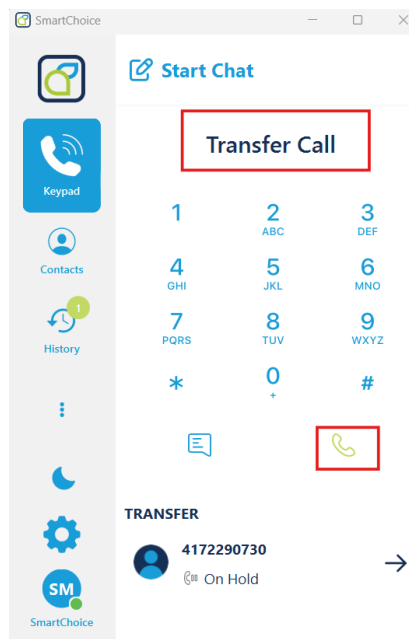
## Blind Transfer Desktop

A **blind transfer** is a feature where the person initiating the transfer (the transferring party) redirects the call to another recipient (the target party) without speaking to them first. The call is transferred immediately, leaving the target party to answer the call without prior notice or preparation.

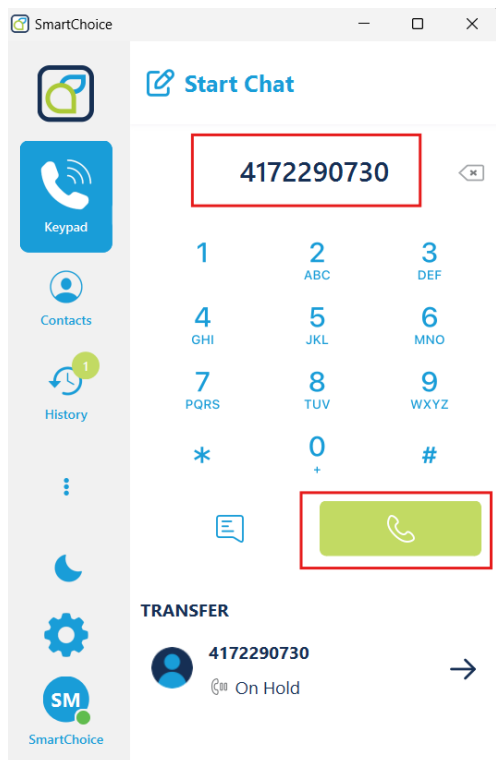
1. On the call screen, select the last option to the left, the Blind Transfer option.



2. With the call on hold, enter the Extension Number that you are transferring the call to and click the Call button.



3. It will ask you to “confirm” the number that you are going to transfer, click the call button again.



4. You will see the “Transfer Completed’ Confirmation on the top of the screen.

