

Call Hold Call Transfer

User Guide

Polycom[®] KIRK Wireless Server 600v3 (SIP Protocol)

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Call Hold and Call Transfer

This guide describes how to put a call on hold and how to transfer a call on your handset when operating on a SIP call handler and when supported on KIRK Wireless Server 600v3.

The guide is intended for end users and provides information about activating call hold and call transfer on your handset specific for your call handler.

Contact your system administrator for information about your call handler and wireless server.

For more information about the handset in general, refer to the Handset User Guide.

This section includes information about activating:

- [“Call Hold”](#) on page 1-1
- [“Call Transfer”](#) on page 1-1

Call Hold

Use this feature to hold a call. A call may be placed on hold, in which case the connection is not terminated but no verbal communication is possible until the call is removed from hold.

On your handset, do the following:

- While on call, press **R**. The call is now on hold.

Call Transfer

Use this feature to transfer a call to another handset by dialing a new number/extension. The transferred call can be either **attended**, **semi-attended** or **blind**. If the transferred call is attended, the desired number/extension is notified of the impending transfer (the caller is put on hold). If the transferred

call is semi-attended, the person transferring the call hangs up after hearing a ring tone. If the transferred call is blind, the desired number/extension is not notified of the impending transfer.

Call transfer - attended

You (B) receive a call from A, who wants to speak with C. On your handset, do the following:

- 1 While on call, press **R**, and dial the number or extension of C. A is put on hold, and C answers the call.
- 2 Press  and the call is now transferred to C.

Call transfer - semi-attended

You (B) receive a call from A, who wants to speak with C. On your handset, do the following:

- 1 While on call, press **R**, and dial the number or extension of C.
- 2 After hearing a ring tone, you press  and thereafter C answers the call. The call is now transferred to C.

Call transfer - blind

You (B) receive a call from A, who wants to speak with C. On your handset, do the following:

- 1 While on call, press **R**, and dial the number or extension of C.
- 2 Press  and the call is now transferred to C, i.e you hang up before hearing a ring tone. Thereafter C answers the call.

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