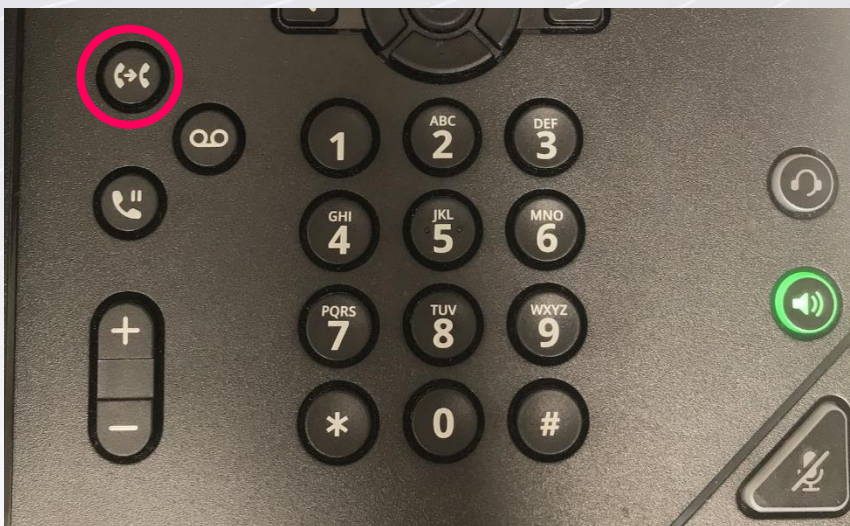


Horizon Transfer Instructions

You can transfer a call to another user while on the phone to a client. There are several ways to do this.

Blind Transfer

1. While on a call with the client, press the transfer button (circled below).

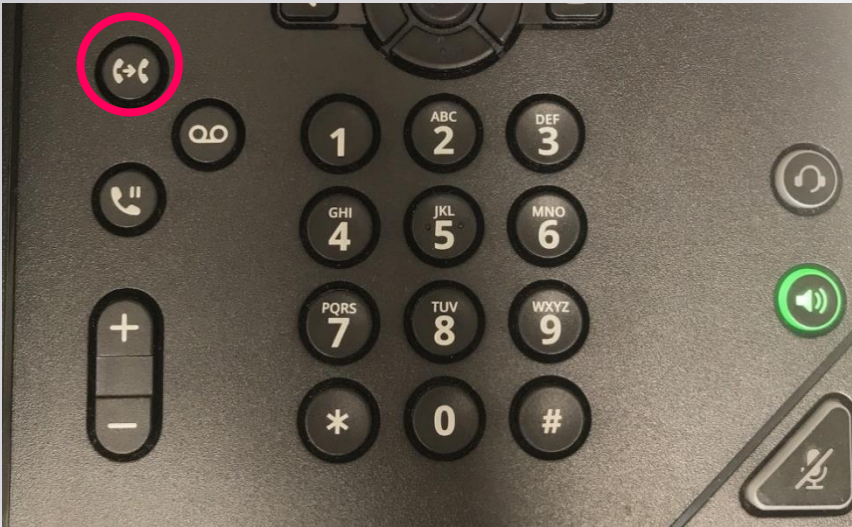


2. Dial the extension number you wish to send the call to.
3. Replace the handset.

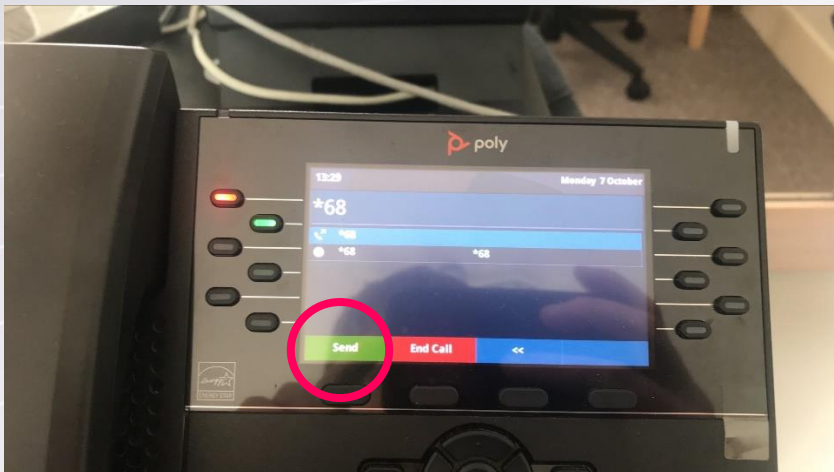
If you use this method the call will be sent straight to the extension. If they are not available and do not pick up the call the call will be hung up and the customer will be cut-off. As a result, we would not recommend blind transfer for best customer experience.

Announced Transfer

1. While on a call with the client, press the transfer button (circled below).

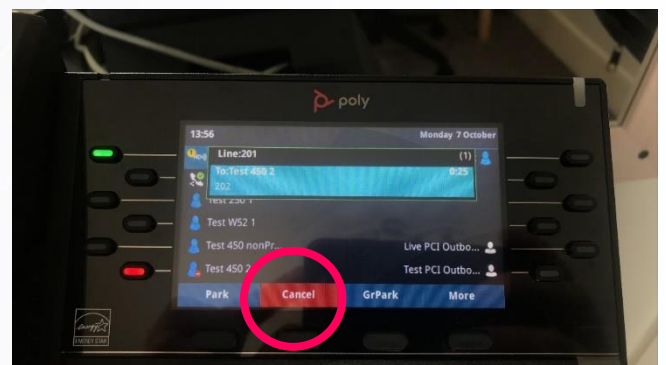


2. Dial the extension number you wish to send the call to and hit 'Send' (circled below) and do not place the receiver down.



3. The client will then be placed on hold and you will dial the extension until they accept/reject the call.
4. If the dialed extension accept the call:
 - a. You will talk to the extension you dialled.
 - b. When you are ready to send the client to the extension you dialled simply click the transfer button again and the client will be transferred.
 - c. If they do not wish to take the call press the 'Cancel' soft key (circled below) on the phone and you will be returned to the call with the client.

5. If the dialled extension does not accept the call:
 - a. You will hear a call rejected tone
 - b. Press the 'Cancel' soft key (circled) on the phone and you will be returned to the call with the client.





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