Call Transfers with TeleCloud

With Vexus TeleCloud, you can transfer calls in several different ways.

Consultative (Warm) Transfers: Receive a call. Select transfer. Dial the number you want to transfer to, then announce who is calling and transfer again.

- » If you get the voicemail of that person and you don't want to transfer it to their voicemail or the other person picks up but doesn't want to take the call - you can simply press cancel and be live with the initial caller again.

- » You can transfer to any phone number - an extension, another business number, or a cell phone number.

- » During consultative transfers, when the person receives the call, they will see your caller ID information.
  - Internal to your organization - they'll see your name.
  - External to your organization - they'll see the outbound caller ID associated with your station. Most organizations use the main phone number as the outbound caller ID of all their stations.

Blind (Cold) Transfers: Receive a call. Select transfer. Dial the number you want to transfer to, and it automatically transfers the call without the need to hit transfer again.

- » You don't have the ability to pull the caller back once the transfer has taken place.

- » You can still transfer to any phone number.

- » The person that receives the call sees the caller ID of the originating caller - they will not be able to tell that the call was actually transferred, as it will look like the caller called them directly.

Setting Up Consultative or Blind Transfers as Your Default Setting

- » Depress your home button (located in the upper right hand area of your station).
- » Select Settings > Select Basic > Select Preferences.
- » Scroll down and select Default Transfer Type > Select either Consultative or Blind.

You can use either Consultative or Blind transfers.

- » If you want to use the transfer type that is not your default transfer type -
  Instead of selecting transfer during a call, touch and hold Transfer until the screen changes. Once the screen changes, it will either allow you to select the other transfer type and enter the phone number you want to call, or you may simply enter the phone number you want to call.

Transfer Directly to Voicemail

- » Instead of dialing the extention of the person you wish to transfer to - dial *55 then the extension. The call will now go directly to voicemail without the phone ringing.