Information Services – Technical Support

Help Sheet: Transferring Calls and Establishing Three Way Conferencing

Introduction

This will guide you through the steps of transferring calls and establishing a three way conference call using both a digital phone and an analog phone.

Steps

To Transfer a Call on a Digital Phone

1. Press TRF.
2. Dial the destination extension.
3. Announce the call to the person or hang up.
4. To retrieve the call, press TRF.

To Transfer a Call on an Analog Phone

1. Press Flash.
   – OR –
   Quickly press and release the handset hook once.
2. Listen for a stuttering dial tone.
   Dial the telephone number or extension to which you wish to transfer the call.
3. Wait for the recipient to answer, announce the call, and then hang up.
   – OR –
   Hang up immediately after dialing the recipient's number.

Conferencing A Call Using a Digital Phone

1. Press TRF.
2. Dial the telephone number or extension with whom you wish to conference.
3. Wait for recipient to answer.
4. Press CNF.

Note: The CNF LED will light up when the three-way conference is established. If one party hangs up, the other two parties remain connected, but the CNF LED will go out

Conferencing a Call Using an Analog Phone

1. Flash the call.
2. Dial the telephone number or extension with whom you wish to conference.
3. Wait for recipient to answer.
4. Flash once more to bring the original caller into the conference.

End Help Sheet

©2009 University of Portland