



How to Make a Blind and Attended Transfer with Yealink T21/T22/T26

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In this example we will demonstrate how to perform a blind and attended (consultative) transfer using a Yealink T21/T22/T26.

Note: A Blind Transfer is a transfer to another extension without actually initiating a call to the end destination. The call is blindly transferred to the destination. By comparison, an attended transfer is a transfer where before actually transferring to the destination, the call is put on hold and another call is initiated to confirm whether the end destination actually wants to take the call or not. These two calls are then merged together.

Help and Support

Help Desk

Homepage

Blind Transfer Method

- Press the **"Answer"** soft key to answer an incoming call.



- Press the **"Tran"** soft key, enter the extension number of the person you would like to

transfer the call to. Press the **"Tran"** soft key.

Attended Transfer Method

- Press the **"Answer"** soft key to answer an incoming call.



- Press the **"Hold"** soft key.
- Press the **"New Call"** soft key. Enter the extension number of the user you would like to transfer the call to.
- Press the **"Send"** soft key.
- The transfer recipient answers and accepts to take the call.
- Press the **"Tran"** soft key.



- Select the caller you wish to transfer the call to using the arrows and press **“OK”**.
- The original caller and the transfer recipient are now connected.