

# One Talk cheat sheet

## transfer instructions

### to Cold Transfer

select Transfer, enter the extension of the party you wish to transfer to and select the direct soft key.

or

select Transfer and then press the appropriate speed dial key.

### to Warm Transfer

select Transfer, enter the extension of the party you wish to transfer to and then press the consult soft key.

Press Transfer again to complete the transfer.

### to send call Direct-to-voicemail

select Transfer, then type \*\*55 followed by the extension of the phone you wish to transfer to.

Caller will land directly on that line's voicemail, without the phone ringing.

### to Park a call

select Park, then press the speed key for the extension you want to transfer to. If no speed key, press Park, manually type in the extension, then press #.

The call will be parked on the intended extension, and that phone will beep to notify the user that there is a parked call. If the call is not retrieved by that user within 1 minute, it will revert back to the extension that originally parked it.



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