

# Transferring

# loop

telecoms made simple

**You can transfer calls to internal or external parties. Please not when transferring to an external, this will use one of your lines.**

## When using the menu:

- When on a call, select “Enquiry?” to place the caller on hold.
- Dial the number of the second party you wish to transfer to.
- Inform the second party of the transfer and hang up.
- If the second party doesn't want to receive the call, wait for them to hang up and you will be returned to the caller.
- If you are unable to reach or the second party or the call goes to voicemail, select “Return to held call” at any time.

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Opening hours:  
Monday - Thursday 09:00 - 17:30  
Friday 09:00 - 16:30