

MX Admin How-to Video

Use case #1

A call comes in on one line; call answered on DX; transfers call to another number/device

Scene	Audio / Voiceover	Visuals
1	Music/Introduction	Visuals of MX and DX devices
2	In this short video, we are going to show you how to transfer a call from a DX.	Image of DX
3	When a call comes in, the call is answered on the DX.	Answer DX
4	To transfer the call, tap on the screen and select Transfer . The person who's <i>on</i> the call will be put on hold during the transfer process.	Press transfer button
5	(1) Enter a contact number or UserID, (2) select a recent contact, or (3) <i>search</i> for a contact you wish to transfer the call to.	Show each option – number, UID, search, etc.
6	The person you're transferring the call <i>to</i> will receive the call, and once the call is accepted, the transfer will be completed.	Show exec answering call