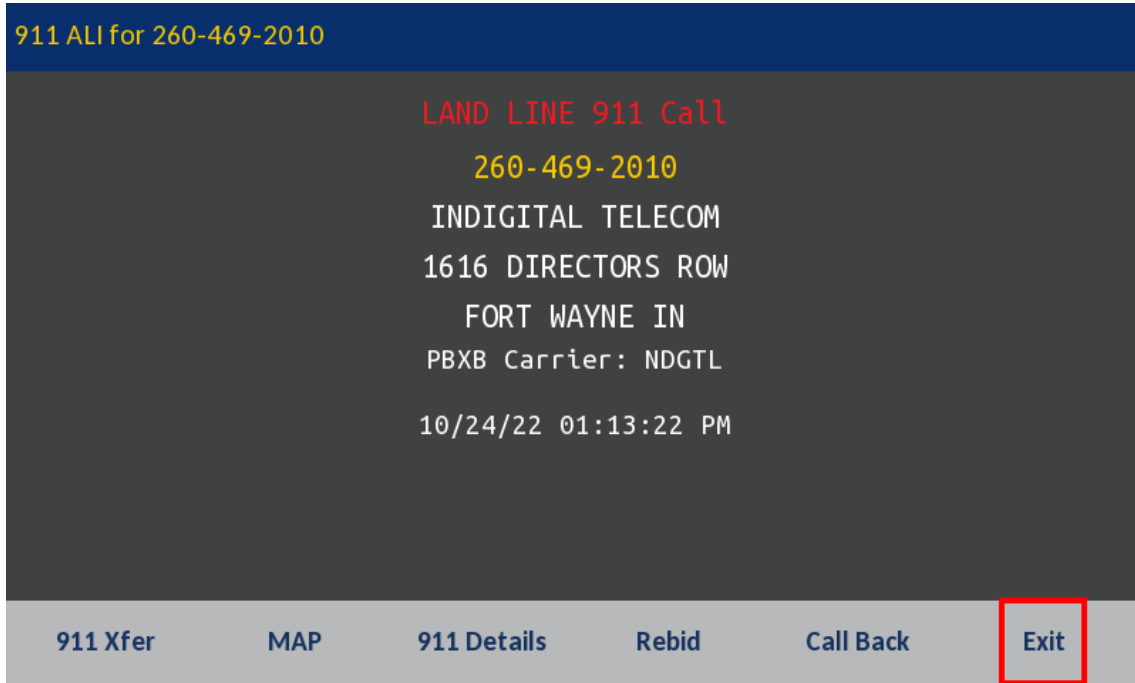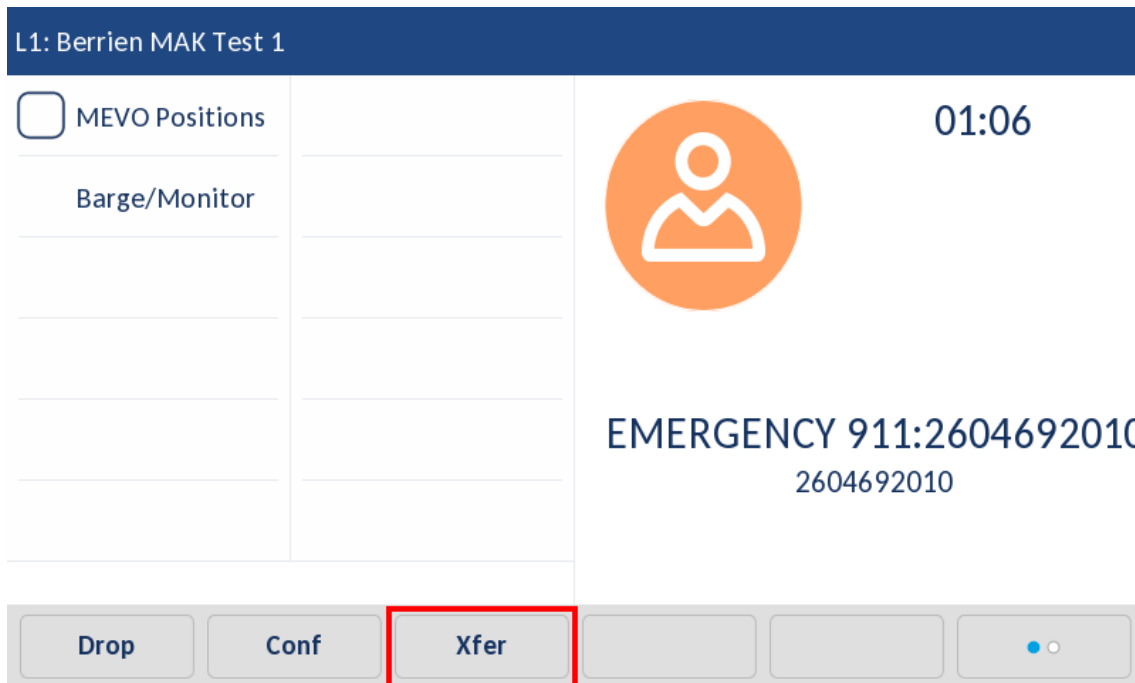## Overview

Available upon request, a custom speed dial/transfer menu may be configured for any MEVO station to facilitate transfers between MEVO stations in the same center and/or MEVO kit. This document details the steps to conduct such a transfer.
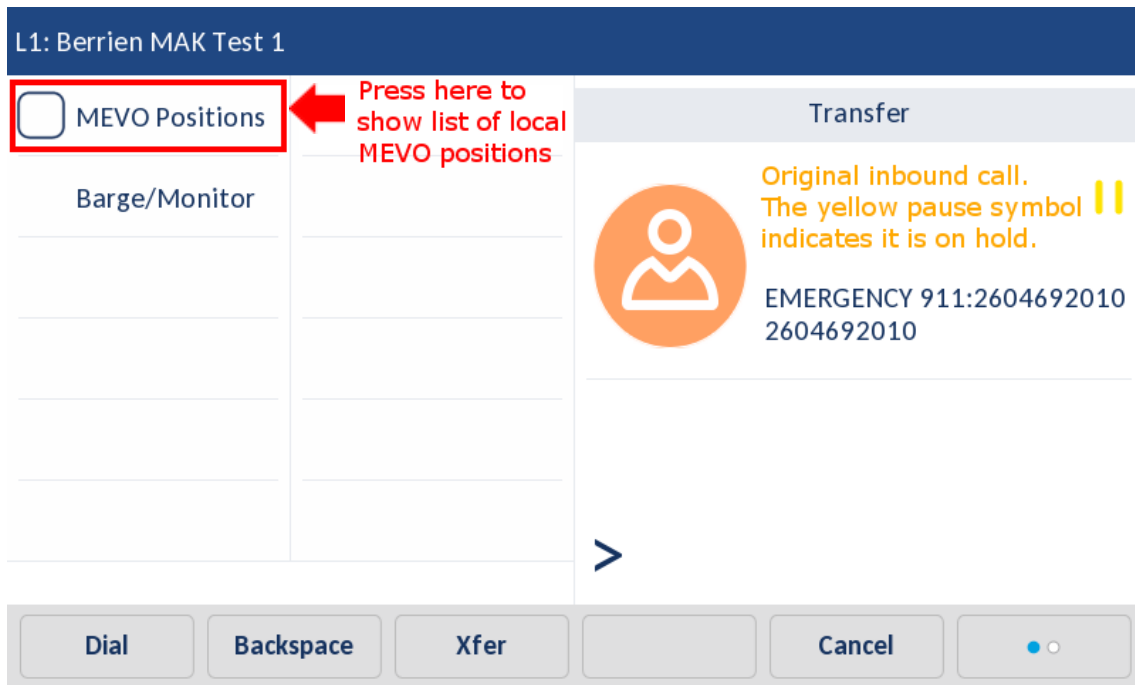
Usage

Once a call is received and answered, first touch the "Exit" softkey on the ALI display screen (this will NOT drop the call).
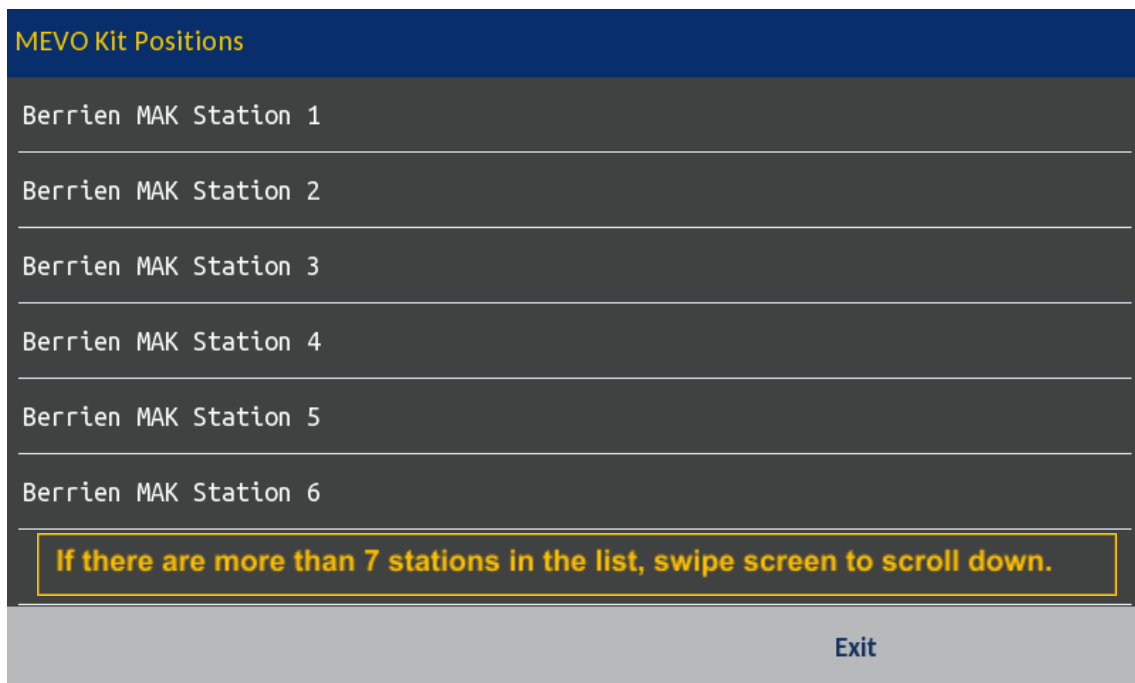

Once the ALI screen is closed, an Xfer softkey will be visible in the bottom row. Press this on the touchscreen to place the current call on hold and begin the transfer process.

The call, now on-hold, will be displayed on the right with the word Transfer above it.
Press the MEVO Positions softkey to display the list of local MEVO stations.

Once the list of Local Stations is displayed, press the station you wish to transfer to.
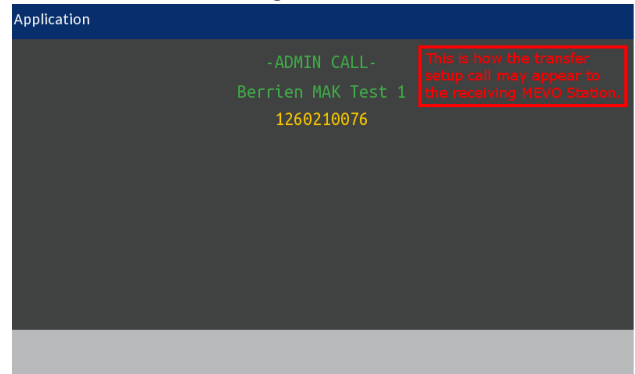
An outgoing call will be replaced to the receiving station which will present as an Admin call displaying the name and extension of the station initiating the transfer. They may pick up the handset or press the appropriate L1/L2 key to answer the call. The Cancel button may be pressed while the call is ringing in the event the wrong station was selected (the original call will remain on hold and may be picked back up or re-transferred).

1. Original MEVO Station initiating the transfer:

2. MEVO Station Receiving the transfer:

Once the receiving MEVO station has answered, the screen on the sending station will appear as below. After confirming that the receiving station is ready to accept the call, the Xfer button can be pressed again on the original station to complete the transfer. The incoming call will be released from hold and connected to the receiving station.
If the receiving station is unable to take the transfer, either party may press the "Drop" Softkey to cancel the transfer.
The incoming call remains on hold on the original station and may then be picked back up or re-transferred.

Once the transfer has completed, the original MEVO station will return to its normal idle background.
The station that accepted the transfer will initially still show the name and extension of the station that initiated the transfer.

The following page will detail how to reproduce the ANI/ALI information for the transferred call.

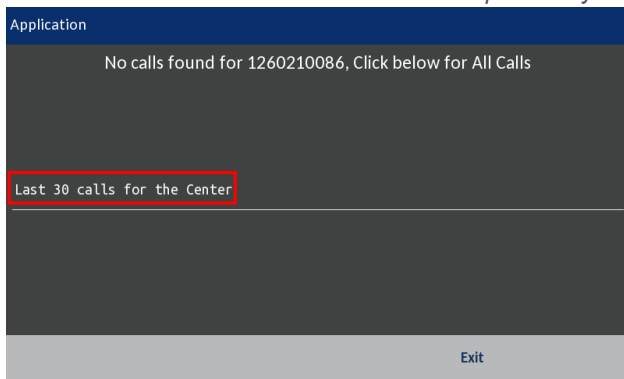## Retrieving ANI/ALI From a Locally Transferred Call

When a transferred call is up, a softkey with two circles will be visible in the lower right corner of the touch screen. Press this once. The caller ID display will refresh to show the actual ANI of the transferred call.
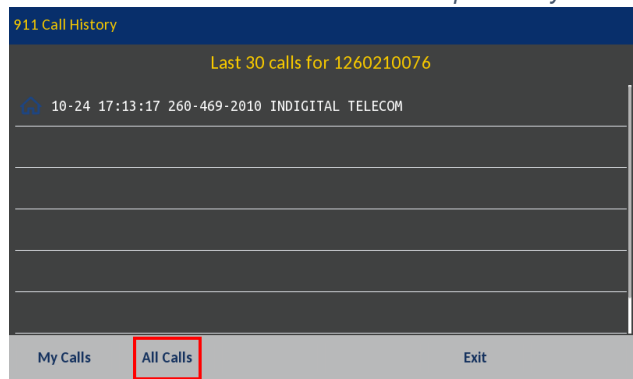

To retrieve the ALI information, you must then press the 911 History button, where you will be presented with one of two possible screens, dependent on whether the station has directly received a 911 call previously or not.

1. If the display reads **"No calls found…"** Press **"Last 30 calls for the Center"**
2. If the display shows a list of previous calls for the station, press the **"All Calls"** softkey at the bottom of the screen.

*1. If station has **not** received a direct 911 call previously:*   *2. If station **has** received a direct 911 call previously:*

Select the original call from the list, which should be at or near the top and match the ANI of the refreshed caller ID. The ANI/ALI record for the call will then be displayed.