Change transfer mode on BLF key on Sangoma Handsets
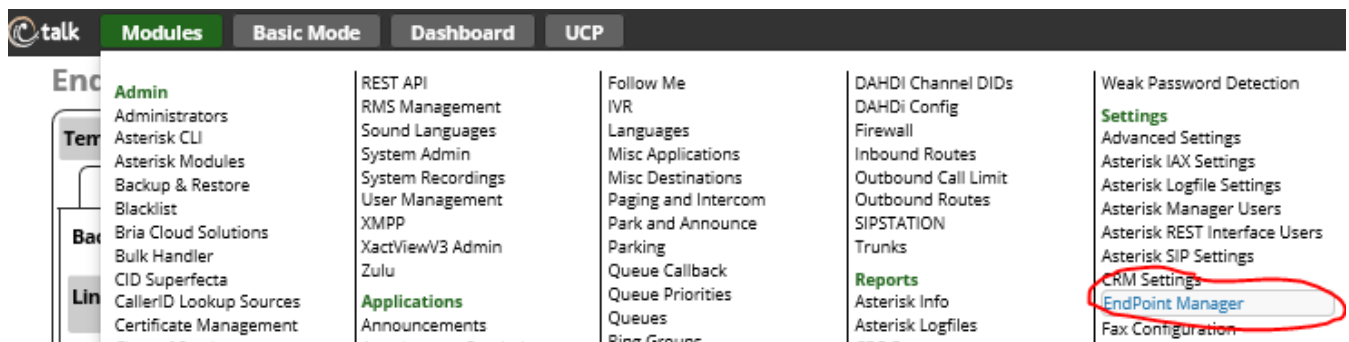
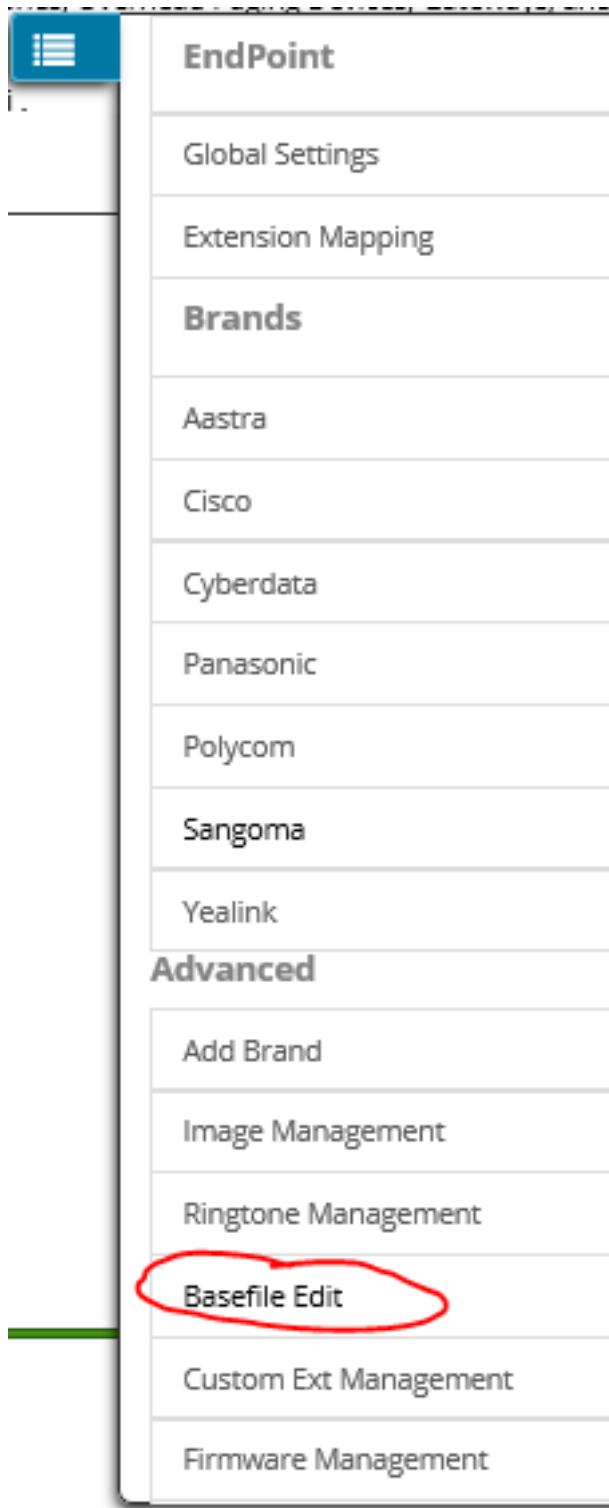181 Mark Simcoe Mon, Nov 20, 2017 [How to and FAQs](#) 1748

Change transfer mode on BLF key on Sangoma Handsets

By default pressing a BLF key (or Line key as it may be referred to, or indeed the button with lights on...) where the button has been set to BLF and an extension listed this will just start a call. When however you have just answered a call pressing one of these as the first button will simply initiate a blind transfer. This means the call will be sent straight through with no consultation.

If you want to have it default to placing the caller on hold and then instigating a call through where you can announce the call and then press the transfer on screen to complete the process you need to alter the template for the handset.

This is an advanced feature please take care not to play with settings in this section;

EndPoint

Global Settings

Extension Mapping

Brands

Aastra

Cisco

Cyberdata

Panasonic

Polycom

Sangoma

Yealink

Advanced

Add Brand

Image Management

Ringtone Management

Basefile Edit

Custom Ext Management

Firmware Management

Select your desired handset template that you will be changing to this mode (remember you can have multiple templates to allow different behaviour for different groups of handsets);

Sangoma

Template
internetcentral
sangoma_default
sangoma_demo_handsets

Then select the desired handset type to change;

Available Phones

S205
S300
S400
S405
S500
S700
S705

Perform a browser search for 'P3205' (CTRL & F Keys in most Browsers) and you should find this line (note if it is showing in red then this is not the default setting to allow you to see quickly what is and is not default);

`<P3205>0</P3205>` # Transfer Settings.Transfer Mode via DSSkey 0 - Attended Transfer, 1 - Blind Transfer, 2 - New Call

Click the bit highlighted;

Then select the models of devices this setting change will apply to and then change the 'Value' to 0 which indicates Attended Transfer.

Then Press **'Change Basefile'**

Scroll right to the bottom of the settings screen (very long page) and then choose 'Save, Rebuild Config(s)' and if you want to push this out now to all devices 'and Update Phones' the handsets as soon as their calls are finished and they are idle will update the configuration.

Warning

When pushing out updates it will do so to ALL handsets on that template and the phones may become unresponsive for a few minutes or indeed may start firmware updates and reboots if there are previous actions pending, be careful and if unsure only save and rebuild and then reboot the handsets one at a time.

Online URL: https://kb2.ic.uk/article.php?id=181