Quick Tip

Transferring Calls on SoundPoint® IP Phones



This quick tip provides step-by-step instructions on how to transfer calls.

This information applies to SoundPoint® IP phones running SIP application version 1.6.6 or later.

Introduction

A call can be transferred in one of three ways:

- Consultative transfer The party to whom you want to transfer the call answers their phone before you transfer the call or hang up. You can consult with them before completing the transfer.
- Blind transfer The call is automatically transferred after you dial the number of the party to whom you want to transfer the call.
- Attended transfer The conference parties are automatically connected to each other after you exit the conference.

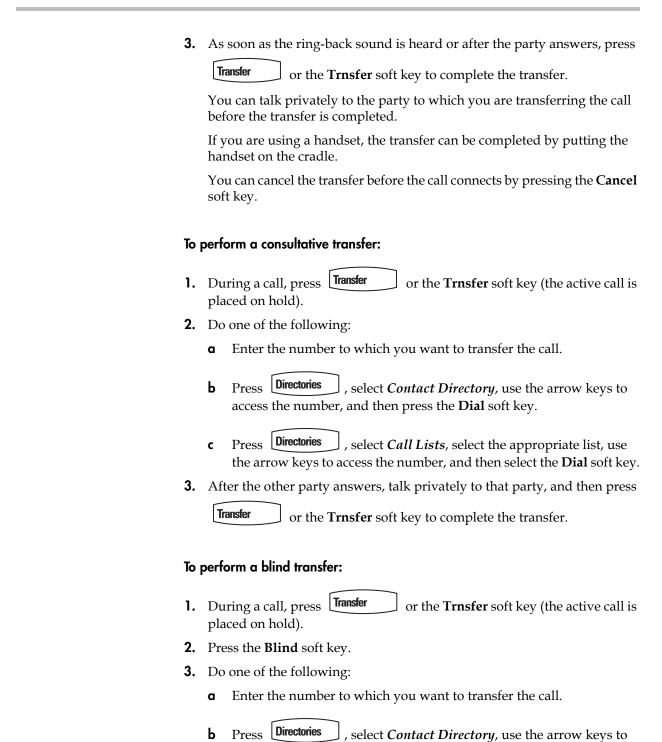
For more information on transferring, see the User Guide appropriate to your SoundPoint® IP phone.

Transferring a Call

To transfer a call:

- 1. During a call, press or the **Trnsfer** soft key (the active call is placed on hold).
- **2.** Do one of the following:
 - **a** Enter the number to which you want to transfer the call.
 - **b** Press **Directories** , select *Contact Directory*, use the arrow keys to access the number, and then press the **Dial** soft key.
 - c Press Directories , select *Call Lists*, select the appropriate list, use the arrow keys to access the number, and then select the **Dial** soft key.





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At this point, the call is connected to the number to which you are transferring them.

To perform an attended transfer:

- **1.** Call the first party.
- **2.** Press **Conference** or the **Confrnc** soft key to create a new call (the active call is placed on hold).
- **3.** Call the second party.
- **4.** When the second party answers, press Conference or the Confrnc soft key again to join all parties in the conference.
- Press the EndCall soft key or hang up.The other parties will continue to be connected.

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