

Options for Transferring Calls on Polycom Phones

Consultative (Warm) Transfer using “xfer” softkey

After call is answered:

1. Press “Transfer” softkey (do NOT put Caller on hold).
2. Dial the desired party
3. Press “Send” softkey
4. Announce the call.
5. To complete transfer press “Transfer” softkey.

Return to Original Caller (if transfer-to party does not want to take call after picking up):

1. Press “End Call” softkey.
2. Press “Resume” softkey.

Blind Transfer:

1. Press “Transfer” softkey (do NOT put Caller on hold).
2. Select the “Blind” option from the transfer menu
3. Dial the desired party
4. Press “Send” softkey

Voice Mail Transfer:

1. Press “Transfer” softkey (do not put caller on hold)
2. Select “Blind” option from the transfer menu
3. Dial “7+ Extension” of desired party
4. Press “Send” softkey

Using a Phone with a Sidecar

Blind Transfer using Monitored Extension on Sidecar:

After call is answered:

1. Press "Monitored Extension Button" on Sidecar - (call is transferred immediately)

Consultative (Warm) Transfer on Sidecar:

1. Press "Transfer" softkey (do NOT put Caller on hold).
2. Press the Monitored Extension Button on Sidecar.
3. Announce the call.
4. To complete transfer press "Transfer" softkey.

Return to Original Caller:

1. Press "End call" softkey.
2. Press "Resume" softkey.