

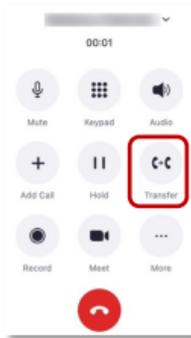
Transfer a Call

Use the in-call control button with the phone-to-phone icon (Transfer) to **transfer calls**.

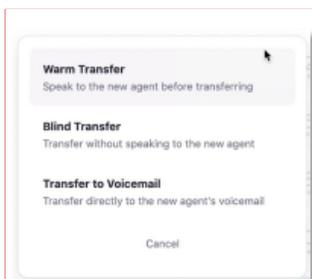
Be aware:

- When transferring a call, the **caller ID displayed to the party receiving the transfer** depends on whether they're an internal or external number.
- If you start a call recording, the recording will end when you select a transfer option. If you select Warm Transfer, you can start the recording again to record the portion before you complete the transfer.

Once the call is connected, the In-call controls appear on the dial pad. While in a call, you can put the call on Hold, Mute your mic, or Transfer the call to another extension.



1. Click the Transfer icon.
2. Enter the contact information for the intended recipient. There are three options to choose from for completing a transferred call.



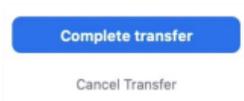
Commented [DTL(1): Warm transfer shows the recipient the transferers id, not the person being transferred.

Blind Transfer shows the person being transferred but also show the transferred by person underneath

- a. Choose Warm Transfer to speak with the intended recipient before completing the transfer.
- b. Choose Blind Transfer to transfer without speaking to the recipient.
- c. Or Transfer to Voicemail to send the call directly to the intended recipient's voicemail.

3. Click Warm Transfer.

When using Warm Transfer you can click the Complete Transfer button or cancel the transfer if needed.



4. Click Complete transfer. The screen updates to show your transfer was successful.

