



Transferring A Call

Description

Whether you are on a physical phone or using the app, there are two main ways to transfer a call.

App

1. Click More and then click Transfer.
2. Enter the number or name of the person who you want to transfer the call to.
3. Select whether you want to make an Audio or Video call (original phone call is put on hold)
4. Confirm the transfer with the person and click Complete Transfer.

Physical Phone

Blind Transfer

1. Press the Options soft key during a call, and then choose Transfer.
2. Then enter the number you want to transfer the call to.
3. Finally press the Transfer soft key.

Attended Transfer

1. Press the Options soft key during a call, and then choose Transfer.
2. Then enter the number you want to transfer the call to.
3. Press to dial out.
4. Finally press the Transfer soft key after the call is answered.