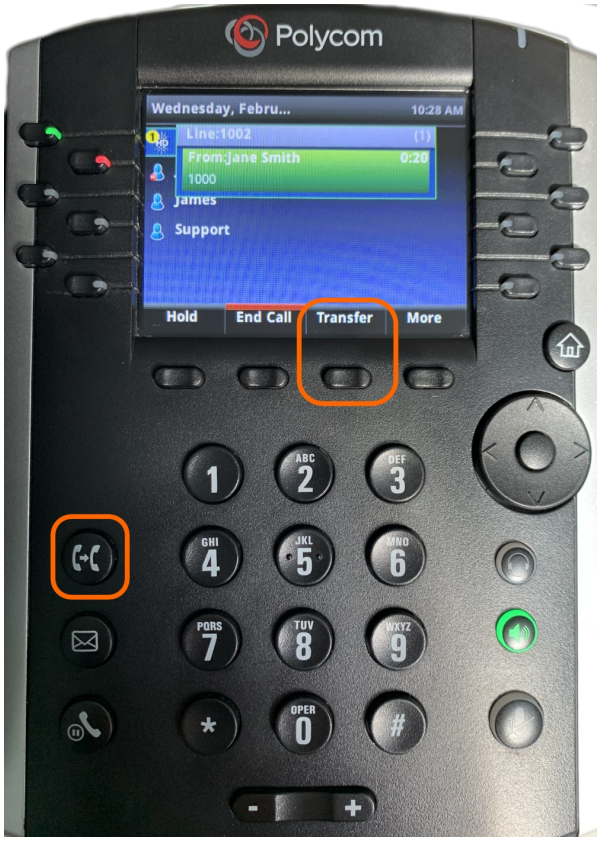
Transferring a Call on Polycom VVX Series Phones

INFO: Please note the images shown here are from a Polycom VVX 411, depending on your model the transfer key locations may differ. Some Polycoms do not have a set Transfer button, so you will only see the transfer option during a call. This process should be similar across most Polycom phones.

INFO: Please note the default transfer method for Polycom VVX phones is **Attended Transfer.** If you would like to **Blind Transfer** the call instead you must press the **Blind** key after pressing the **Transfer** key. Then select the Enhanced Mentored Extension or Contact or Dial an extension or phone number.

During a call press the Transfer key, on the Polycom VVX 411 this is illustrated below:



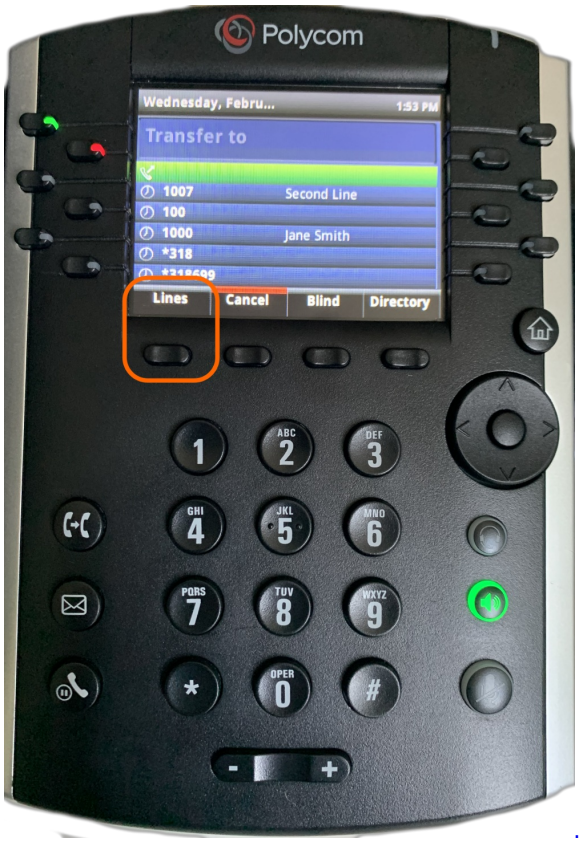
When the **Transfer** key is pressed the caller will be placed on hold. Music on Hold will be played to the caller.

Next you have several options on where you would like to transfer the call:

1. Using the Enhanced Mentored Extensions also known as BLF (Busy Lamp Fields)
2. Select your Directory or Recent Calls
3. Dial an extension or phone number

To transfer a call using Enhanced Mentored Extensions after pressing the **Transfer** key, next press the **Lines** key and then select the **Enhanced Mentored Extension** key that you would like to transfer the to.

This will start an **Attended Transfer** once you have spoken to the agent, you can press the **Transfer** key again to complete the transfer.

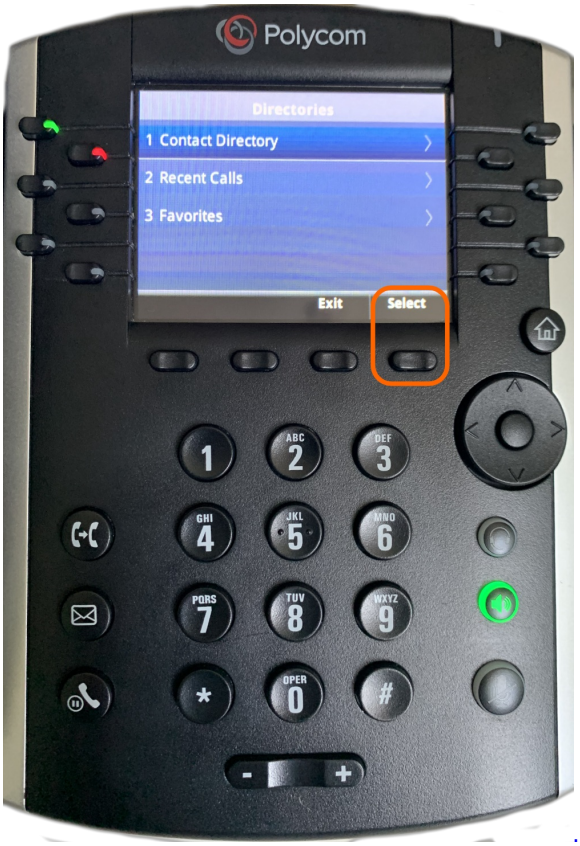


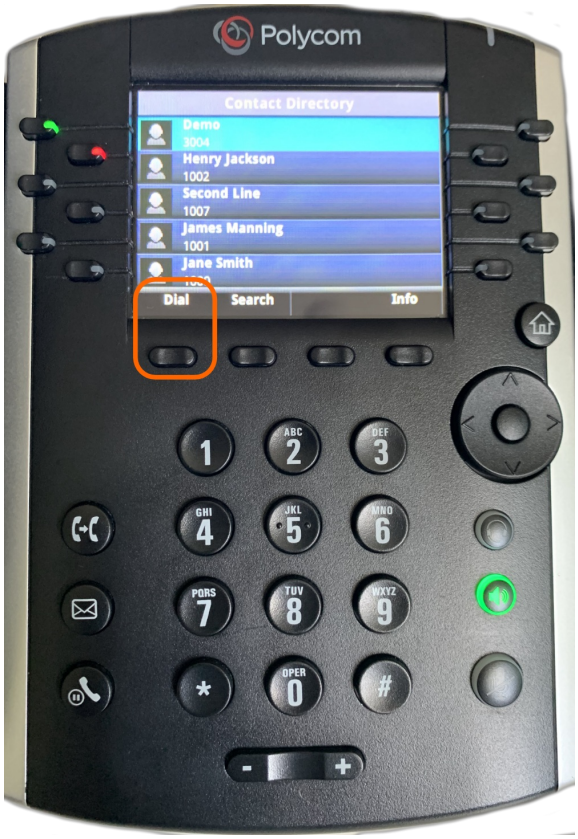


When pressing the **Directory** key you will see the following:

- Contact Directory
- Recent Calls
- Favourites

Select the appropriate one, then select the Contact that you would like to transfer the call to and press **Dial**. This will start an **Attended Transfer** once you have spoken to the agent, you can press the **Transfer** key again to complete the transfer.





To transfer a call by dialling an extension or phone number, press the **Transfer** key next dial the extension or phone number. This will start an **Attended Transfer** once you have spoken to the agent, you can press the **Transfer** key

again to complete the transfer.

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