

Call Forwarding and Transfer Calls on a Poycom Phone

Forwarding: This will forward your calls to a different phone number or extension. Example: it will forward all your calls to your cell phone or to the conference phone.

Transfer: This will allow you to send this call to another extension. Example: if you received a call that should have been for a different Staff Member you can transfer the call to their extension.

Forward Calls

Dial star-seven-two (*72) from your landline phone and wait for a dial tone.

Press the 10-digit number of the cell phone where you'd like your calls to be forwarded to.

Press the pound button (#) or wait for a response indicating that call forwarding has been activated. End the call [source: Slingshot].

Repeat steps 1 through 3 if you're not sure if the process worked.

If you want to stop forwarding your calls, simply dial star-seven-three (*73) from your landline telephone. Some phone carriers use different codes for forwarding and unforwarding calls. You can view a partial list [here](#). Or check with your carrier's website for more information.

Transfer Calls

Warm Transferring:

1. While on a call, press the **Tsfr** softkey at the bottom of the screen. The party you were speaking with is put on hold, and you hear a dial tone (Figure 1-1).



Figure 1-1: Transfer Call

2. Dial the phone number or extension of the party you want to transfer the call to, and press the **Send** softkey at the bottom of the screen. Wait for the other party to answer so you can speak with them before transferring the call (Figure 1-2).



Figure 1-2: Dial Second Number

3. **NOTE:** To cancel the transfer and return to the original party, press the **Cncl** softkey at the bottom of the screen. (Figure 1-3).

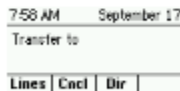


Figure 1-3: Cancel Option

4. When the other party is ready to accept the call, press the **Tsfr** softkey at the bottom of the screen again.

Blind Transferring:

1. While on a call, press the **More** softkey at the bottom of the screen twice, and then press the **BlindX** softkey at the bottom of the screen (Figure 2-1).

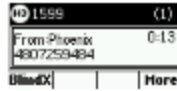


Figure 2-1: BlindX

2. Dial the phone number or extension of the party you want to transfer the call to, and press the **Enter** softkey at the bottom of the screen. If you dial the full 10 digit number of the party you want to call, the Polycom VVX phone will automatically start dialing, so pressing the **Enter** softkey is not necessary (Figure 2-2).

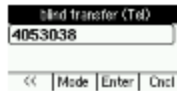


Figure 2-2: Blind Transfer

3. **NOTE:** To cancel the transfer and return to the original party, press the **Cncl** softkey at the bottom of the screen (Figure 2-2).