

	TOWN OF OLD SAYBROOK Information Technology	<b>Phone Tips</b>
	Transferring Calls	

With the change from the Cisco to Comcast phones systems, users who transfer calls should pay special attention to the subtle differences in the procedures for the new system to prevent transferred calls from being accidentally dropped. Additionally, enhanced features on the new system allows for carrying over caller ID information if the call is transferred using the newer procedure.

Calls can be transferred in one of three ways:

1. **“Blind”** – The call is instantly transferred and all incoming caller ID information is shown to the new recipient.
2. **“Warm”** – The incoming call is placed on hold during the transfer while the relaying person talks to the new recipient. This is typically used when the call is being announced to the new recipient. Some things to consider with “warm” transfers...
  - The new recipient does not get the caller ID of incoming call, they see the caller ID of the person relaying the call.
  - If the relaying person hangs up before the target recipient phone rings the call may be dropped entirely.
3. **“Direct to voicemail”** – The call is instantly transferred to the recipient’s voicemail. The original caller gets the new recipients voicemail greeting without waiting for the phone to ring multiple times.

To perform a **“Blind”** transfer...

1. During a call hit the **Transfer soft key** or **Transfer button** to initiate the transfer.
2. At the next soft key menu hit the **Blind soft key** to indicate a blind transfer.
3. Dial the **target extension**, followed by **Send soft key** or the **#** sign.
4. At this point the transfer has been completed. The target recipient receives the incoming call with full caller ID information.

To perform a **“Warm”** transfer...

1. During a call hit the **Transfer soft key** or **Transfer button** to initiate the transfer.
2. Dial the **target extension**, followed by **Send soft key** or the **#** sign.
3. When the target recipient answers, announce the call to the recipient.
4. Then the target recipient is ready, hit the **Transfer soft key** or **Transfer button** to complete the transfer.

**Note:** Although it is possible to hit **Transfer** before you speak with the target recipient, if you do this before the target phone starts ringing the incoming call may be dropped.

To perform a **“Direct to voicemail”** transfer...

1. During a call hit the **Transfer soft key** or **Transfer button** to initiate the transfer.
2. Dial **\*55** followed by the **target extension**, and the **Send soft key** or the **#** sign.
3. At this point the transfer to the target recipient’s voicemail has been completed. The original caller immediately gets the new recipients voicemail greeting.

If you have difficulty working through these instructions please reply to this email or call the IT Department (ext. 5000) for assistance.



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# Phone Tips

Polycom VVX 310

