

RAZORLINE



How to Transfer Calls

Polycom VVX Models v.5.5+

Blind Transfer (Default Transfer Action):

[NB] The default transfer type for Razorline is Blind but may be changed at the request of the customer. If it is changed, then this section will be for Consultative Transfers and steps 5-8 in the next section will also need to be followed.

1. First, press either the **Transfer** soft key or the **Transfer** button (the caller will be placed on hold).
2. Then dial the extension or number you are transferring to.
3. Next, press the **Send** soft key.
4. Your caller will be transferred directly to the receiving party.

Consultative Transfer:

[NB] If the default transfer type is changed to Consultative, then this section will be for Blind Transfers and steps 5-8 can be ignored.

1. First, press the **Transfer** soft key or the **Transfer** button (the caller will be placed on hold).
2. Next, press the **More** soft key, then select the **Consultative (Blind)** soft key.
3. Then dial the extension or number you are transferring to.
4. Next, press the **Send** soft key.
5. Now wait for your party to answer. If you hang up prior to the other person answering the call, the original call will be lost.
6. Once the person you are transferring the call to has answered and you have consulted with them, press the **Transfer** soft key again if they elect to allow the call through.
7. The party you are transferring to must stay on the phone to receive the transfer.
8. However, if the receiving party does not want the call, simply press the **Cancel** soft key and you will be reconnected with the caller.

Transfer to Voicemail:

1. First, press the **More** soft key, then the **VMTrans** soft key.
2. Next, dial the extension or number you are transferring to.
3. Next, press the **Enter** soft key.
4. Your caller will be transferred directly to the receiving party's voicemail box.