

Transfer Instructions

Polycom Phones

Consultative Transfer: Select TRANSFER > DIAL NUMBER (Or Press LINES To Access Speed Dials) > Select SEND Or DIAL > Announce the Caller > Select Transfer (Press CANCEL To Stop Transfer)


Blind Transfer: Select TRANSFER > Select BLIND > Dial NUMBER (Or Press LINES To Access Speed Dials) > Select SEND Or DIAL > Hang Up

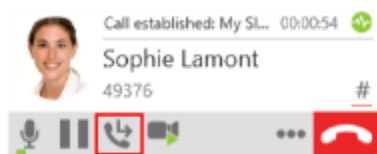
Bria

Unattended transfer or Blind transfer

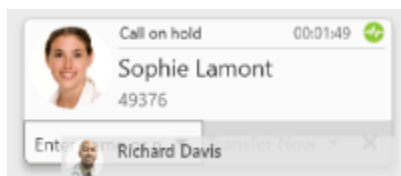
In an unattended or blind transfer, you transfer the call to the target without talking to the target first.

[To transfer a call](#)

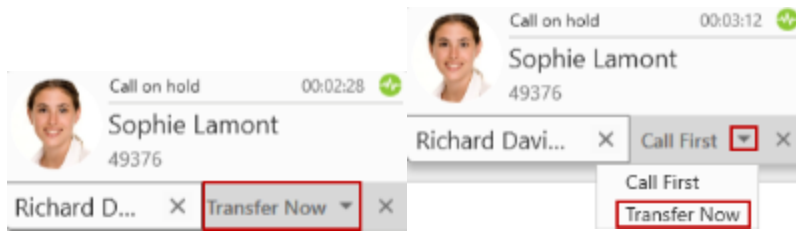
1. Click  Transfer this call at the bottom of the call panel. Bria puts the call on hold.



2. Type the name or number of the target, use the redial drop-down list, or drag the target's contact into the Enter name or number field.



3. Click Transfer Now if it is your default or click the drop-down arrow beside Call First and click Transfer Now.



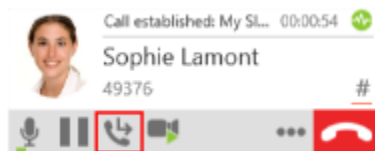
Bria attempts to transfer the call to the target. The call may end immediately or may show Transfer: Calling. If you see Transfer: Calling, do not hang up. If the target does not answer, the call will return to you.

Attended transfer or Consultative

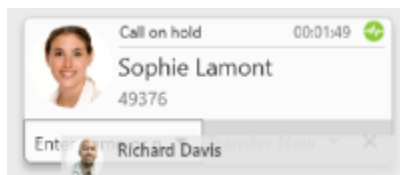
Transfer the call to the target after speaking to the target.

[To transfer a call](#)

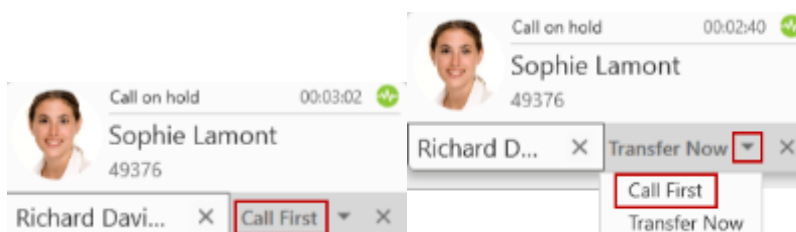
1. Click  Transfer this call at the bottom of the call panel. The call is put on hold.



2. Type the name or number of the target, use the redial drop-down menu, or drag the target's contact into the Enter name or number field.

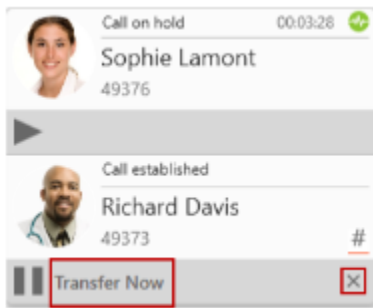


3. Click Call First if it is your default or click the drop-down arrow beside Transfer Now and click Call First.



Bria phones the target. When the target answers, Transfer Now is enabled

4. Speak to the target. If the target wants to take the call, click Transfer Now. If the target does not want to take the call, click the X at the bottom of the call panel.



Bria transfers the call to the target if the target accepts the call.