# Polycom VVX Firmware 5.4 and higher - Call Transfer

There are a number of enhancements for Call Transfer in this release that affects all VVX phone models as detailed below:

- Prior to this change all Polycom phones, including all VVX models, default to **Attended Transfer** (transfer with announcement). The user presses a soft key to perform a **Blind Transfer** (transfer without announcement). If a user only ever uses the basic default transfer, **Attended Transfer**, then they do not need to change anything.
- On Firmware 5.4 a phone user can set the "Default Transfer Type" i.e. **Consultative**, which is sometimes called Attended/Announced, or **Blind,** which is called transfer without announcement. On the phone, access **Settings > Basic > Preferences > Default Transfer Type**.
- During the Transfer process a user can depress the transfer soft key for approximately 1 second and a screen appears offering the ability to change the methodology for the current call. (Note) **Default Transfer Type** is not changed.
- The user advantage here is that calls can be transferred in fewer steps if Blind transfer is the preferred process and has been set as the **Default Transfer Type**. However, if a call needs to be announced, the user simply presses the Transfer soft key for approximately 1 second to expose a menu offering transfer options. Calls can be transferred quickly using the "Blind" method to other users displayed on an Expansion Module or on the phone itself (detailed below).

## Setting Default Transfer Type (any VVX Model)

- On the phone access press the Home button then select **Settings > Basic > Preferences > Default Transfer Type**.
- The Default Transfer Type menu appears. Select as appropriate.
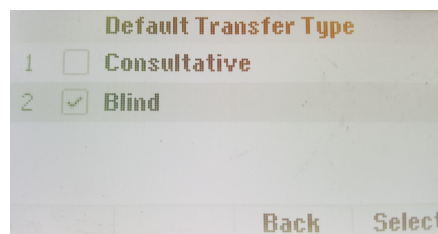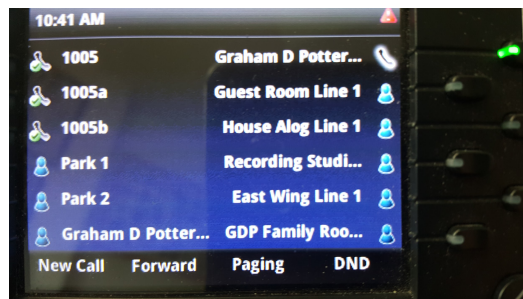
Call Transfer VVX 300/310/400/410 - Blind default

- (Default set to Blind) With a call answered and active on the phone, select "**Transfer**".
- Enter the extension number you wish to transfer to and press "Send" to transfer the call.
- Alternatively select the "Lines" soft key to display the normal "Line" view to allow transfer to an extension monitored on your phone (see example below).
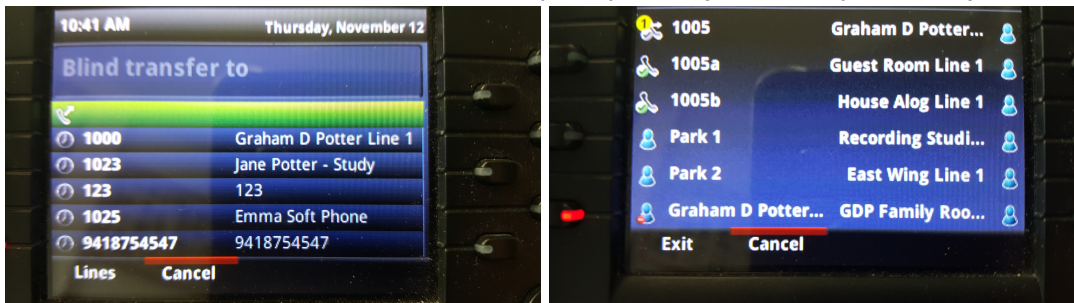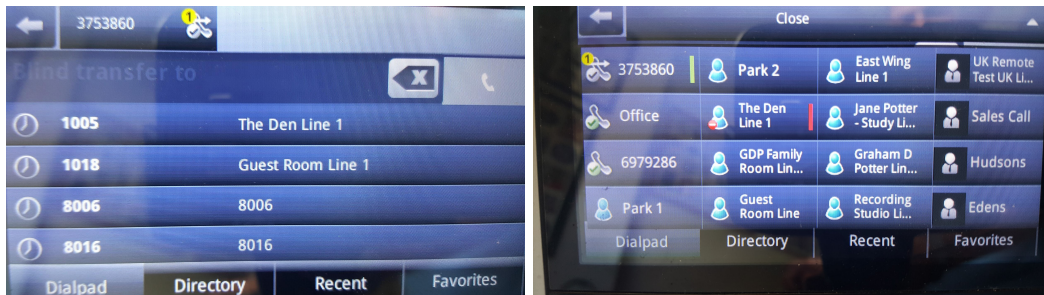

- Press the relevant user icon to transfer the call (see example below). Alternatively, if Expansion Modules are fitted to your phone select the relevant user display on the Expansion Module to transfer the call.

Call Transfer VVX 500/600 - Blind default

- (Default set to Blind) With a call answered and active on the phone, select "**Transfer**".
- Enter the extension number you wish to transfer to and press "**Send**" to transfer the call.
- Alternatively, select the icon at the top of the active call screen to display the normal "Line" view to allow transfer to an extension monitored on your phone (see example below).

- Press the relevant user icon to transfer the call (see example below). Alternatively, if Expansion Modules are fitted to your phone, select the relevant user display on the Expansion Module to transfer the call.

Call Transfer VVX (any model) - Changing Transfer Method in Call

- (Default set to Blind) With a call answered and active on the phone, press and hold "**Transfer**" for approximately 1 second.
- The Transfer Type menu appears. Make a selection as appropriate i.e. "Consultative". (Note) **Default Transfer Type** is not affected (see example below).