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This article provides instructions on how to perform a cold or blind transfer using a Polycom VVX phone.

A “**cold**” or “**blind**” **transfer** (most common) (allows you to transfer calls directly to another line without speaking with the other party first.

1. While on an active call, press and hold the **Transfer** or **Trans** key—this will place the call on hold.
2. Enter the extension number or phone number, to where you want to transfer the call. You can also select the **Lines** softkey on your device which displays your presence contacts.
3. When the other line starts ringing, press the **Send** key to complete the transfer.

In a blind/cold transfer, only the Caller ID of the answering extension will show to the extension it is being transferred to.

Note: If you need to speak with the receiving party first before completing the call, you can perform a warm or consultative transfer instead. Alternatively, you can [change the default transfer type](#) if you prefer to consistently use only one method of transferring calls.

Changing the default transfer type

This article contains steps for changing the default transfer type of Polycom VVX Series phones.

The default transfer type for Polycom VVX Series phones is consultative or warm transfer. To change your Polycom phone's default transfer type, follow these steps.

1. Press the **Menu** key.
2. Press **Settings**.
3. Press **Basic**
4. Press **Preference**.
5. Press **Default Transfer Type**.

6. Select **Blind**.

NOTE:

You can also change the default transfer type while on a call. While on a call, long-press the **Transfer** key, then select **Blind**. When selected, you can proceed with your transfer.

A **Warm** or **Consultative** Transfer

This article provides instructions on how to perform a cold or blind transfer using a Polycom VVX phone.

A “**warm**” or “**consultive**” **transfer** allows you to first speak to the user at the destination line and talk to them before transferring calls to them.

While on an active call, press and hold the **Transfer** or **Trans** key—this will place the call on hold.

4. Enter the extension number or phone number, to where you want to transfer the call. You can also select the **Lines** softkey on your device which displays your presence contacts.
5. At the bottom of the screen, if the word **BLIND** is visible, press the soft button to choose to **CONSULTIVE** to announce the call to the destination number. **BLIND** is a direct transfer of the call directly to the destination.
6. When the other line starts ringing, press the **Send** key to complete the transfer.

In a blind/cold transfer, only the Caller ID of the answering extension will show to the extension it is being transferred to.