

# Poly CCX

## Warm transferring calls

A warm transfer involves speaking with the person to whom you are transferring the call.

- 1 While on a call, press the **Consult** button.
- 2 Dial a number or select from **Call History** or **Contacts**.
- 3 When the recipient answers, select **Complete Transfer** to transfer the call.

## Blind transferring calls

A blind transfer involves transferring the call to another number without speaking to the receiving party, regardless of whether or not they answer.

- 1 While on a call, press the **Transfer** button.
- 2 Dial a number or select from **Call History** or **Contacts**.
- 3 The call transfers as soon as the recipient's line connects.



## Initiating a conference call

- 1 While on a call, press the **Add** button.
- 2 Dial a number or select from **Call History** or **Contacts**.
- 3 Once the recipient answers, select the **Merge Call** button.

## Accessing call history

- 1 Select the three bars in the top left.
- 2 Select **Recent Calls**.
- 3 Select the **All** dropdown to select from **Missed**, **Received**, or **Placed**.








## Checking voicemail

- 1 Dial **\*86**.
- 2 Select **Dialpad** to enter your voicemail PIN.
- 3 Press **1** to listen to new or saved voicemails.

Or

- 1 Select the three bars in the top left.
- 2 Select **Messages** toward the bottom of the list.
- 3 Select **Message Center**.
- 4 Select from **Urgent**, **New**, or **Old** voicemails.
- 5 Select **Connect** at the bottom.

### Key

- |   |  |  |
|---|--|--|
|  - Consult           |  - Call History |  - Contacts |
|  - Complete Transfer |  - Transfer     |  - Add      |
|  - Merge Call        |  - Dialpad      |  - Messages |