

NOTE: All links have been taken out for this example.



How to transfer Teams call

Document Summary

Transferring a call in Teams is simple and fast. [Click here](#) for video instructions or see the written instructions below.

NOTE: If transferring between the Teams / Avaya system, dial 1 twice, then the phone number with the area code (1-1-xxx-xxx-xxxx).

CONTENTS

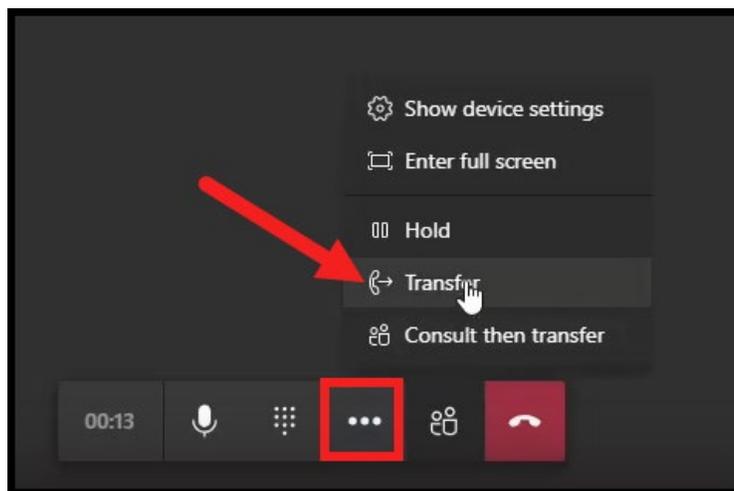
- [Cold transfer without consult](#)
- [Warm transfer with voice / chat consultation](#), including:
 - Consult via phone call
 - Consult via chat
 - If the colleague is busy and would like to have the caller sent to voicemail
- [How to add participant to Teams call](#)

Instructions

Cold transfer without consult

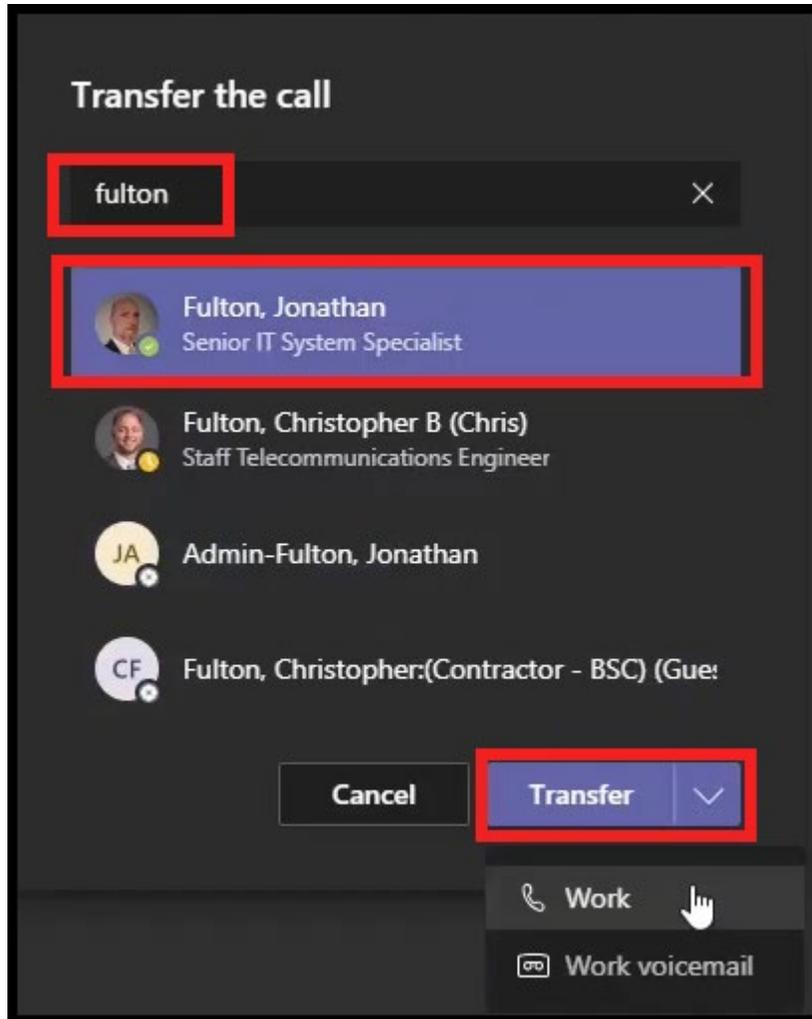
Transfer a call **without first consulting** with the colleague you are transferring to.

1. Select the **more options icon** (three dots), and select **Transfer**.



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2. Enter the colleagues **last name, first name**. Select the colleague and click **Transfer**.
3. Select **Work** or **Work voicemail**.



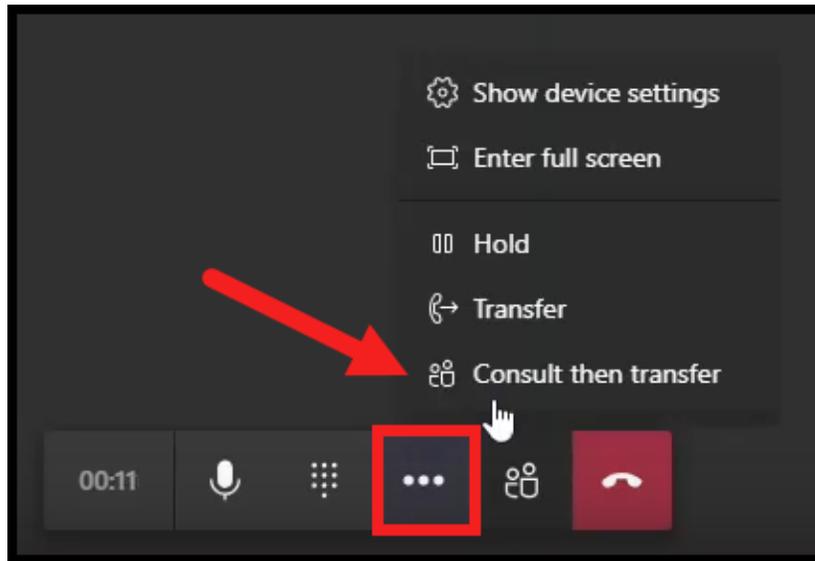
NOTE: If the colleague you're transferring to has added any other phone numbers to their account — like their mobile number — you'll see those options in the list, too. [Click here](#) for instructions on how to make a mobile number visible via settings in MIS.

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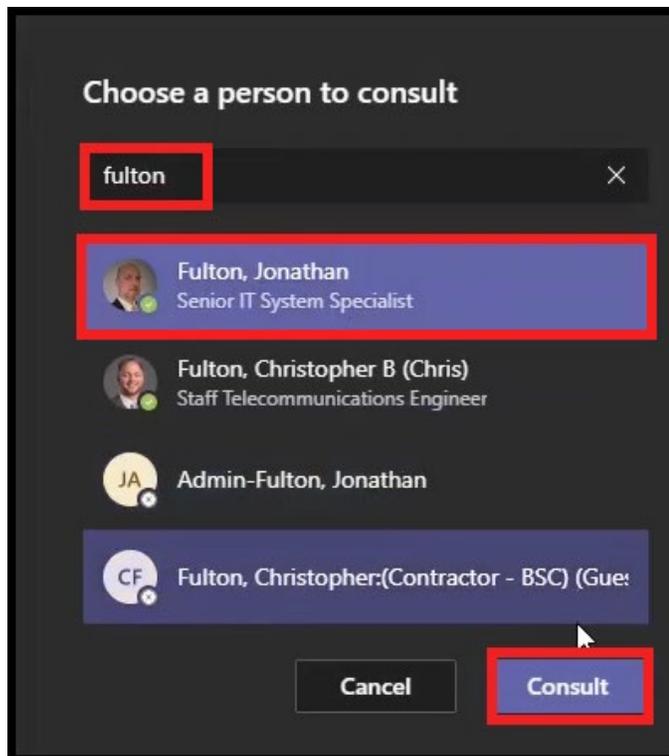
Warm transfer with voice / chat consultation

Transfer a call by **first consulting** with the colleague you are transferring to.

1. Select the **more options icon** (three dots), and select **Consult then transfer**.



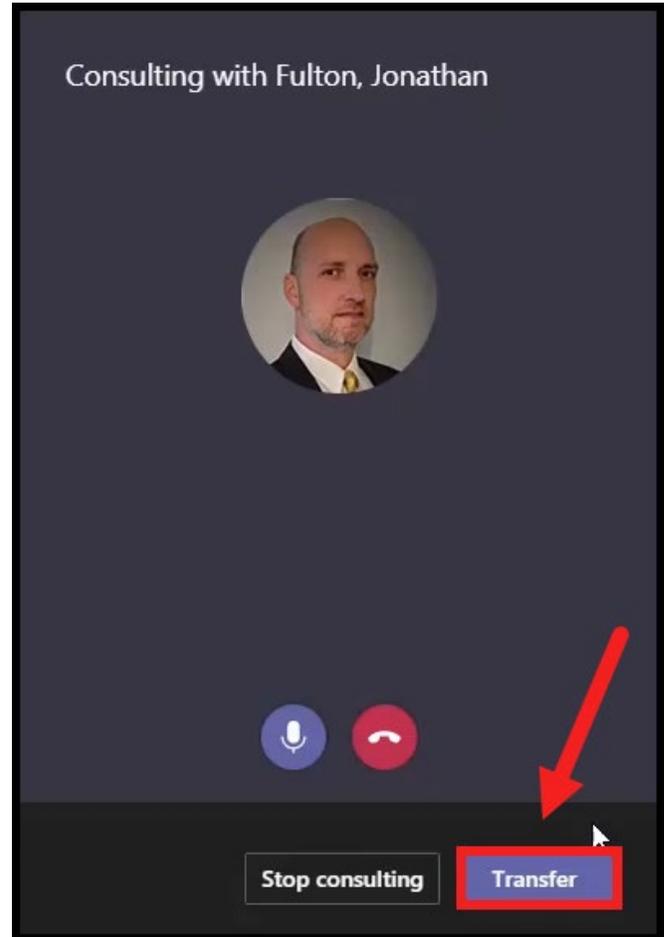
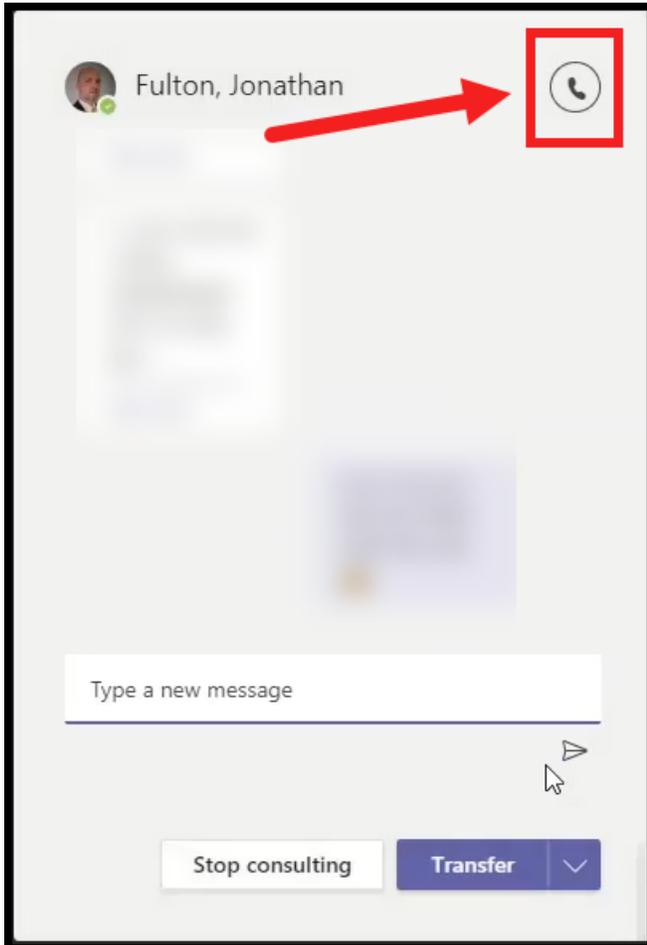
2. Enter the colleagues **last name, first name**. Select the colleague, then click **Consult**.



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a. **Consult via phone call:**

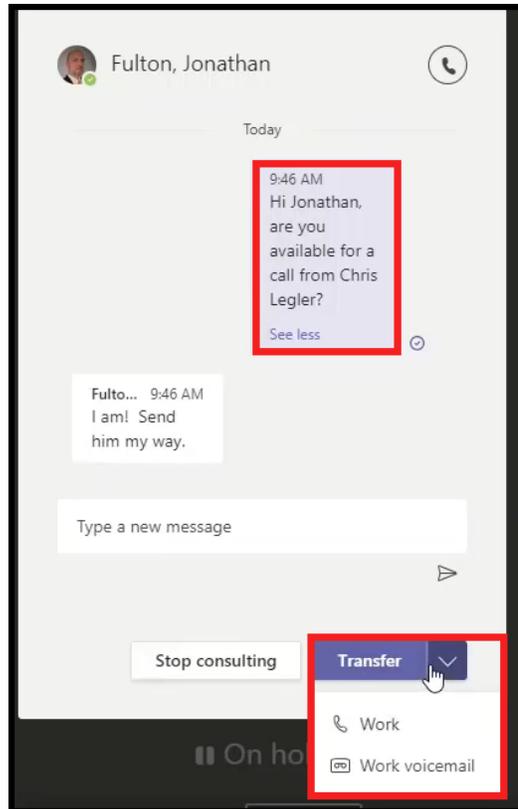
- Select the **phone icon** on the top right.
- When ready, select **Transfer**.



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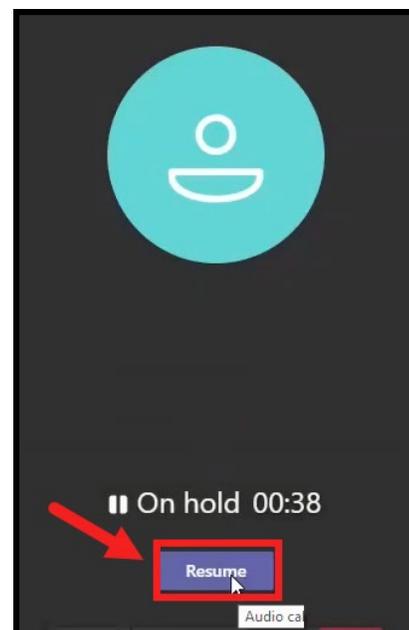
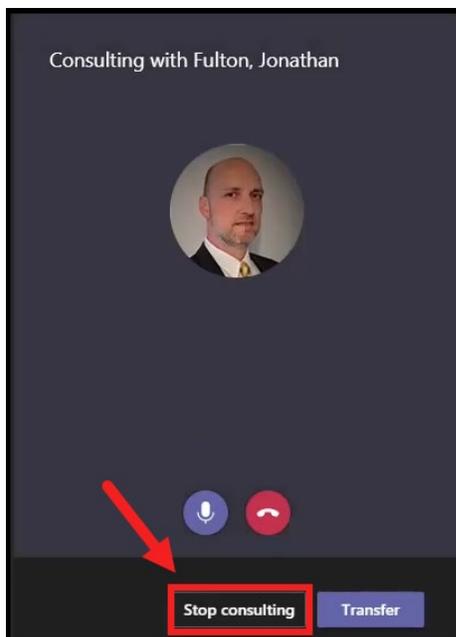
b. **Consult via chat:**

- Enter the desired **chat message** and wait for a reply.
- When ready, select **Transfer > Work**.



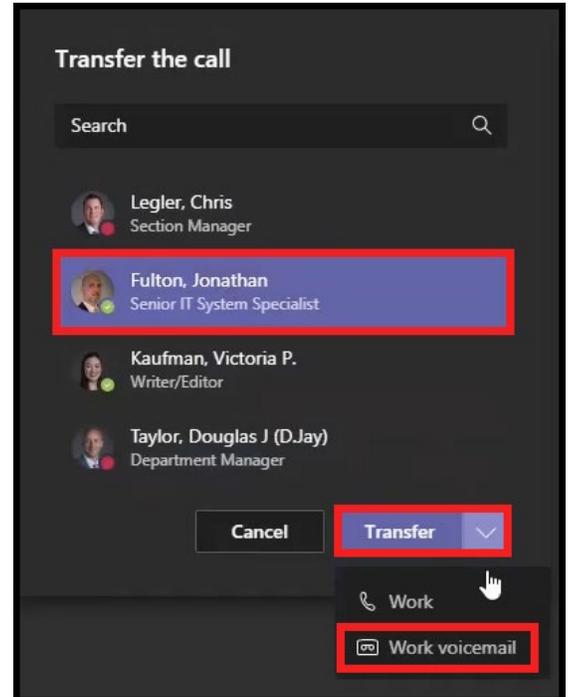
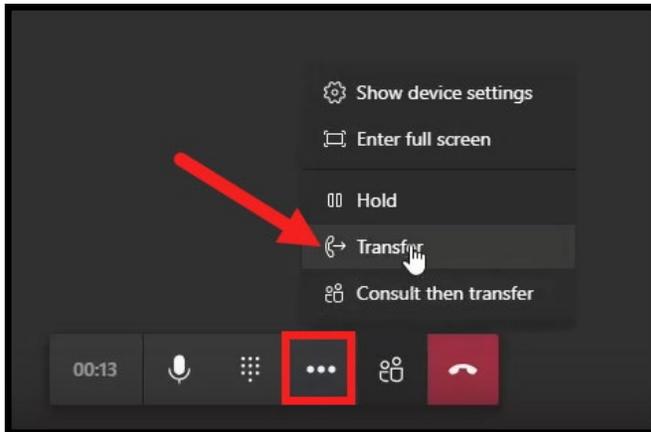
c. **If the colleague is busy and would like to have the caller sent to voicemail:**

- Select **Stop consulting**.
- **Confer with the caller** by selecting **Resume**.



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- Select the **more options icon** (three dots), and select **Transfer**.
- **Reselect the colleague's name > Transfer > Work voicemail.**



NOTE: If the colleague you're transferring to has added any other phone numbers to their account — like their mobile number — you'll see those options in the list, too. [Click here](#) for instructions on how to make a mobile number visible via settings in MIS.

If you need assistance, visit [ITnow](#) and click [Report an Issue](#). You can also call the *Service Desk* at **816-822-3480**.