MICROSOFT LYNC – TRANSFERRING A CALL

Objectives

✓ Learn how to successfully complete a direct call transfer in Microsoft Lync 2013
✓ Learn how to announce the call to the recipient before transferring the caller

For a Direct Transfer:

1. After you’ve received a call, hover over the Phone Icon

2. Click Transfer Call > Another Person or Number

3. Search for the recipient and hover over their image to reveal communication options
4. Click the **dropdown on the Phone Icon** > Select the **Transfer Number** or **Voice Mail**

5. The caller is placed on Hold until the call is connected. Once connected, the call window will close.
To Consult With a Person Before Transferring a Call to Them:

1. After you’ve received a call, use your **Main Lync window** to find the person you need

![Main Lync window](image1)

2. Click the **dropdown on the Phone Icon > Call the recipient**

![Dropdown on Phone Icon](image2)

- The caller is automatically placed on Hold
- There will be **TWO call windows open** at this time:

![Two Call Windows](image3)
✓ Use Resume Call if you need to switch back-and-forth between both callers

3. To transfer the call, hover over the Phone Icon in the caller’s window

4. In the Current Conversations tab, select the person you are transferring to

5. The call is connected and the call windows will close.

If you have any questions, please contact pod@rose-hulman.edu for assistance.