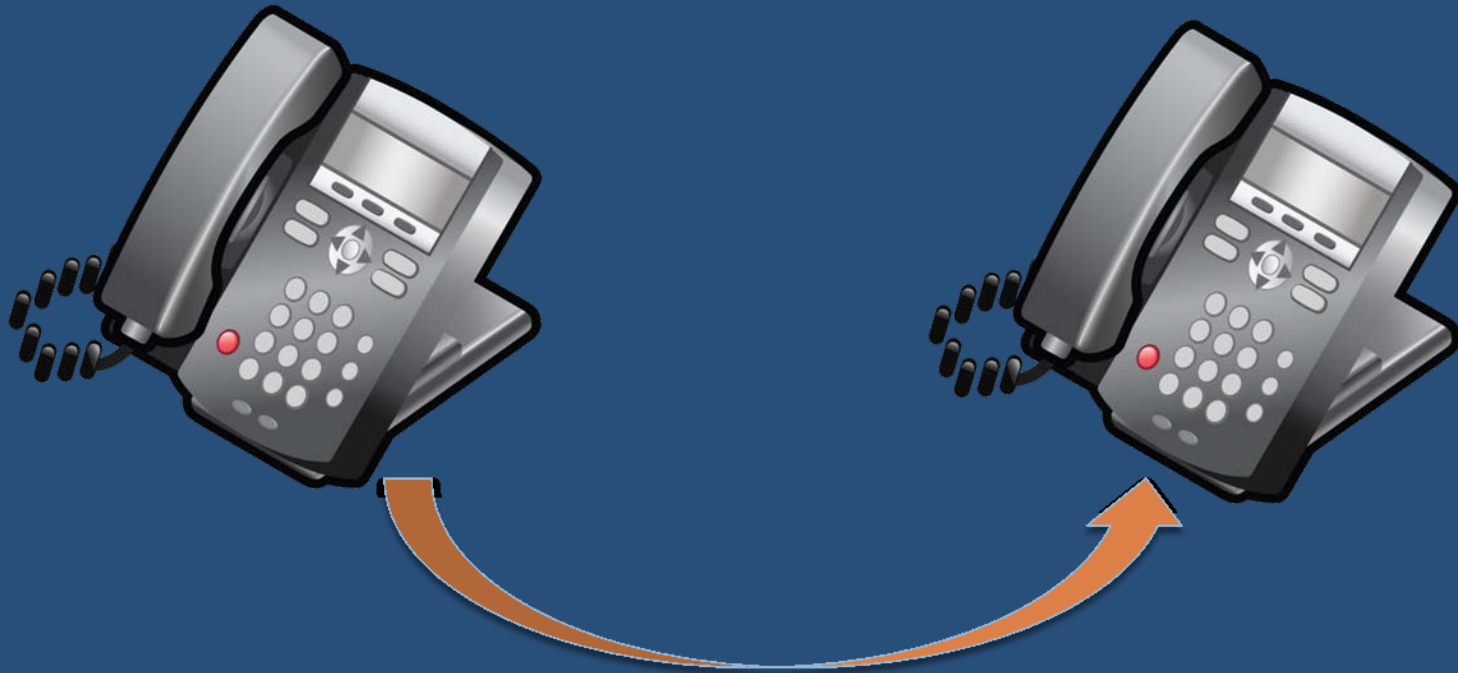


SUTUS



BC313

How To:

Transfer a Call Out of the Store with a Polycom SoundPoint IP 335 Phone

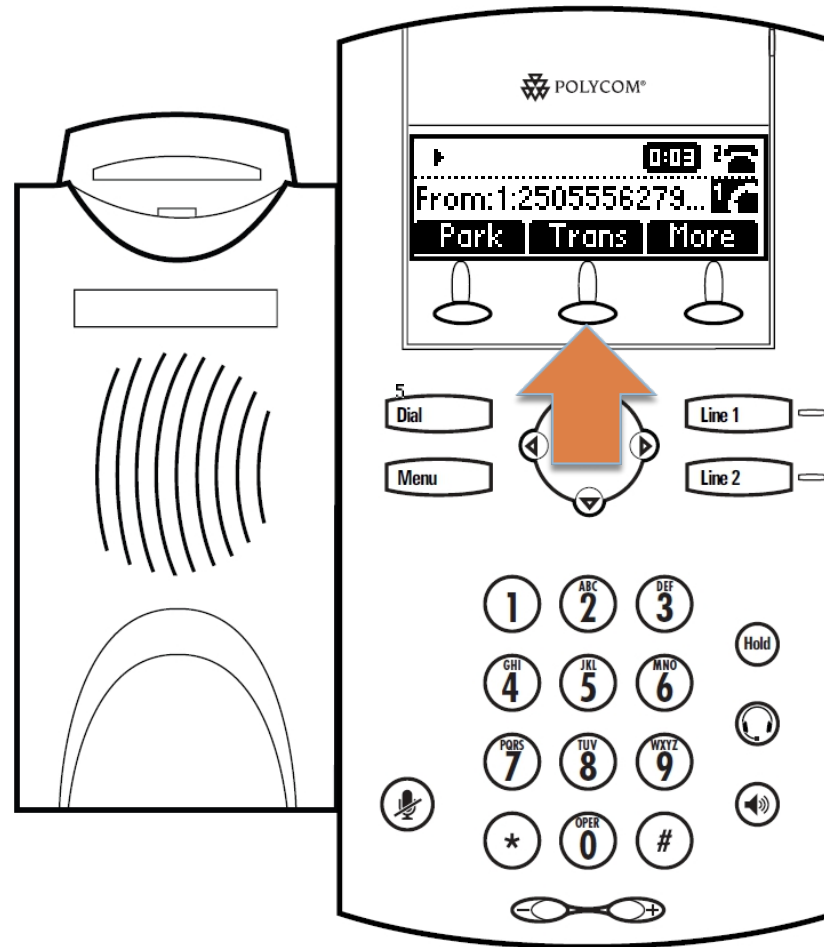
Transferring Calls to Another Store or External Phone Number

- Business Central supports call transfers between stores or to external phone numbers.
- If a customer calls the wrong store, the team member who answers the call can transfer the customer to the correct store, so the customer doesn't need to hang up and redial.

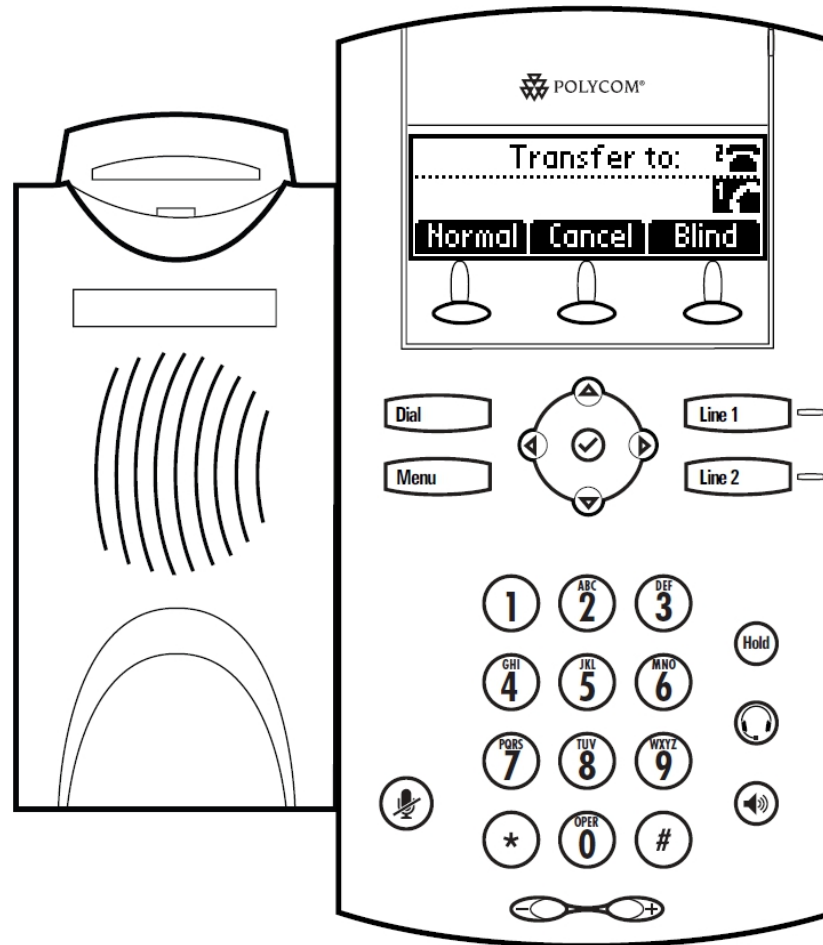
Transferring Calls to Another Store or External Phone Number

- You can transfer calls to another store's extension number if your system is set up to do so.
- Otherwise, you can transfer calls to any external phone number.
- The following procedure explains how to transfer a call to another store using a Polycom SoundPoint IP 335.
- The procedure may vary slightly for other phone models.

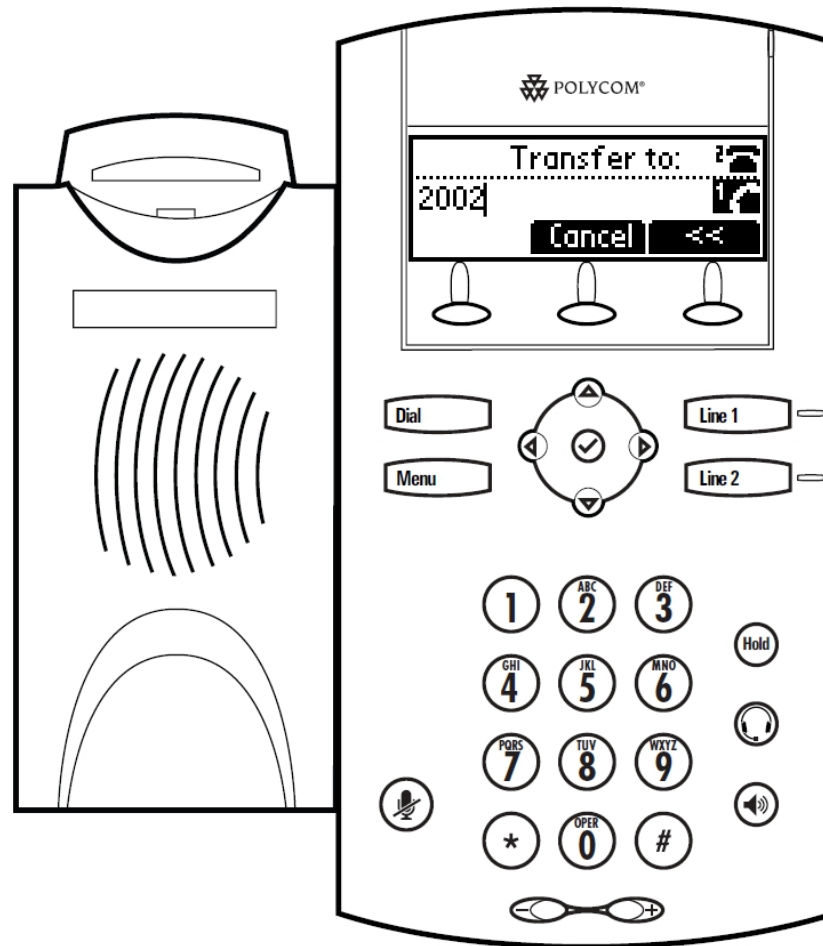
To transfer the active call, press the **Trans** soft key.
The customer will hear the “on hold” message or music.



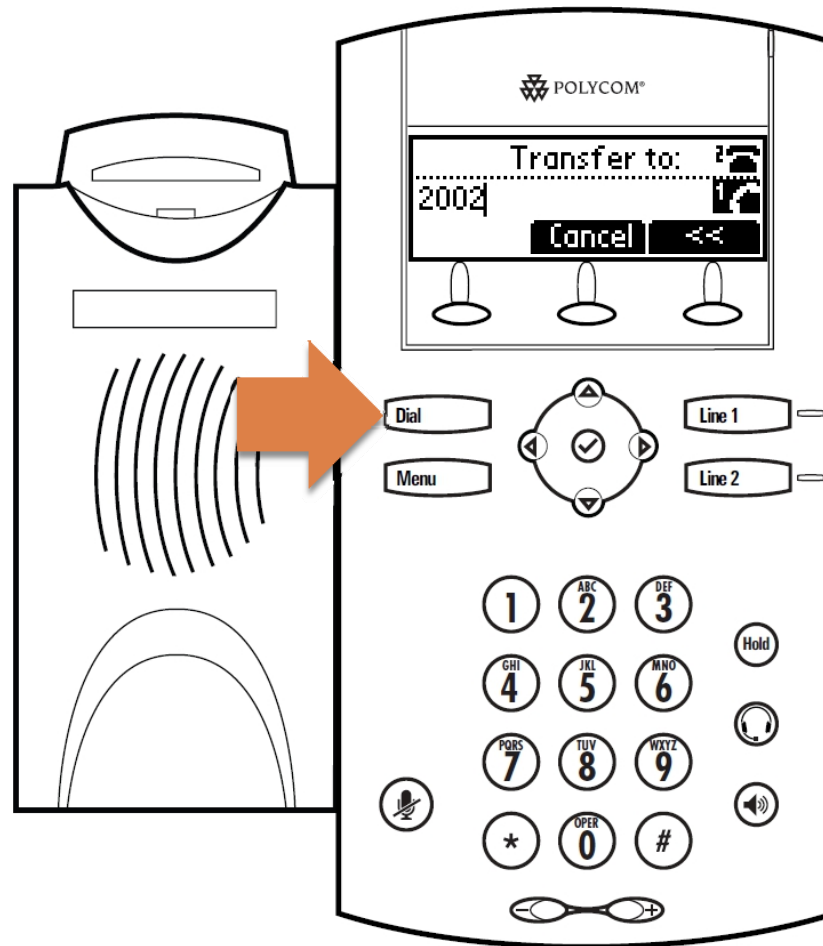
The **Transfer to** screen opens.
(To cancel the transfer, press the Cancel soft key.)



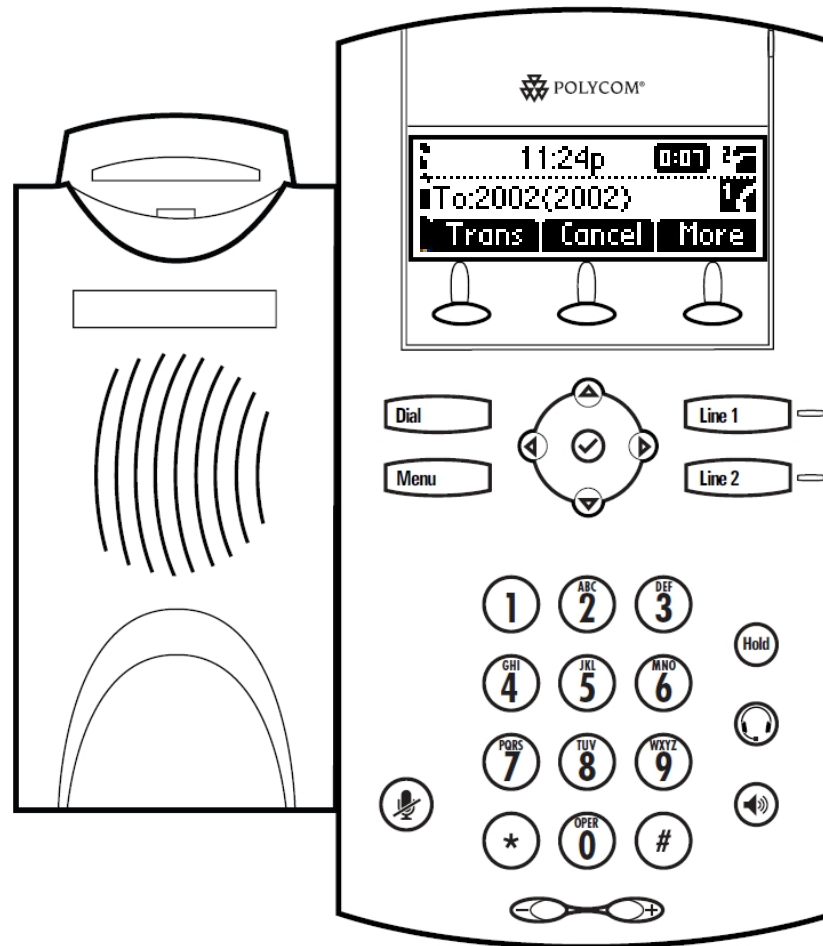
Dial the phone number or 4-digit store extension number of the store to transfer the call to.



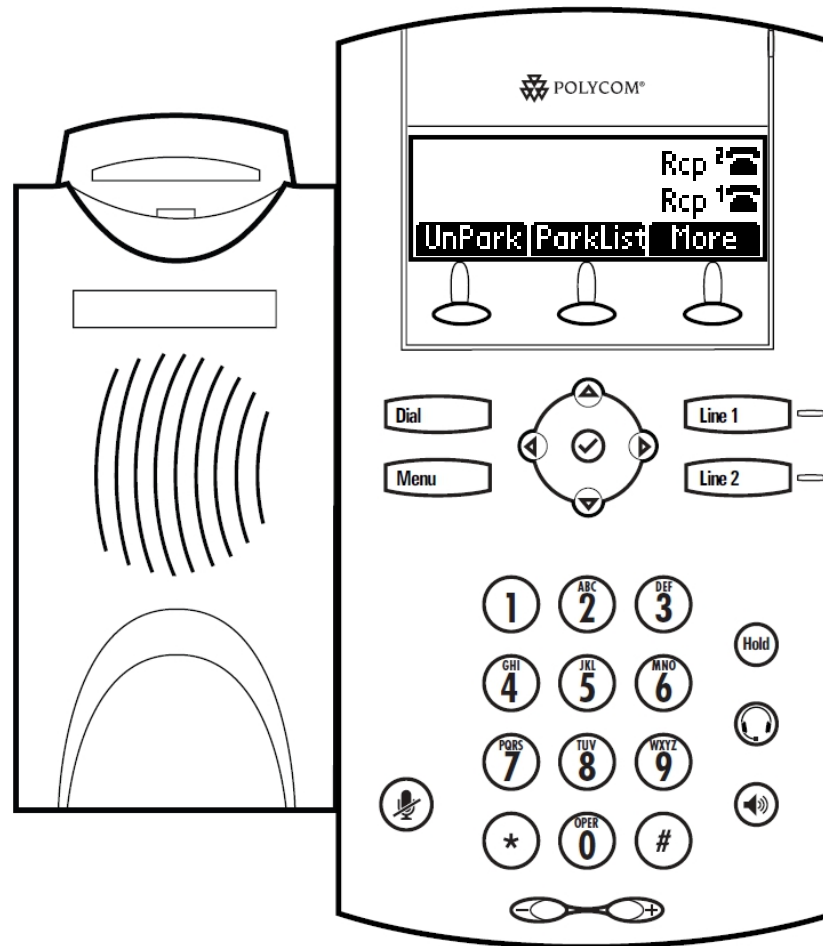
Press the **Dial** key, or wait four seconds, and it will dial automatically.



Wait until you hear ringback.



Hang up. The call has been transferred.



Talk to a SUTUS Expert

For assistance with this feature, please contact SUTUS Support:

- support@sutus.com
- 1-866-291-0594

To learn more about the SUTUS solution, please contact a pizza specialist at SUTUS:

- pizza@sutus.com
- 1-866-987-8866 ext 5555

More how-to tutorials:

- <http://help.sutus.com>