

## How to transfer a call with the Yealink MP56

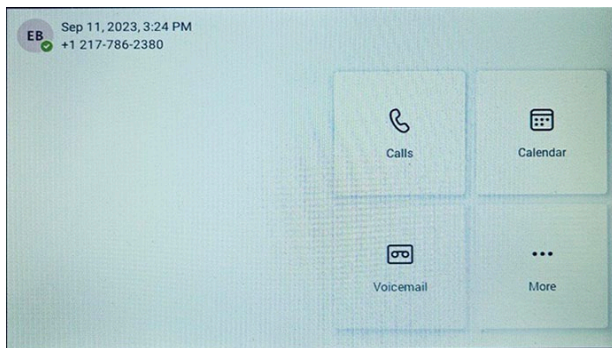
Your Yealink MP56 should resemble the below picture:



You can verify it indeed is the correct model by referencing the label on the back of the phone.

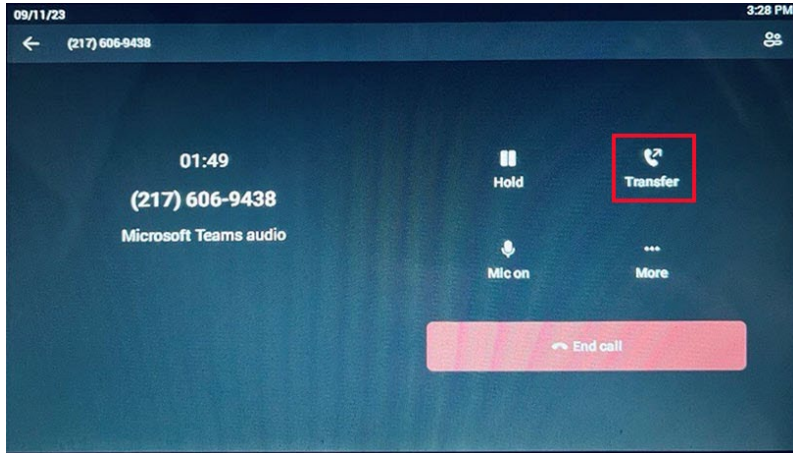


The features are accessed on the touch screen which looks like the below picture. If it is dark, just touch it and it will light up.

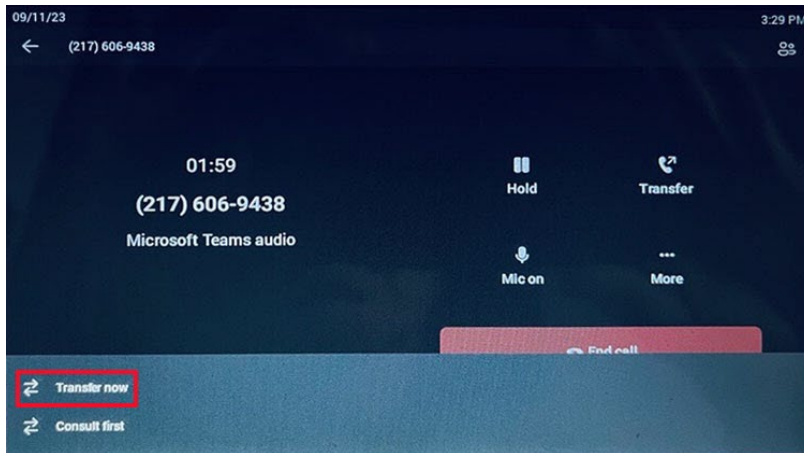


After accepting a call, you are presented with a few options. Let's assume you need to transfer the call.

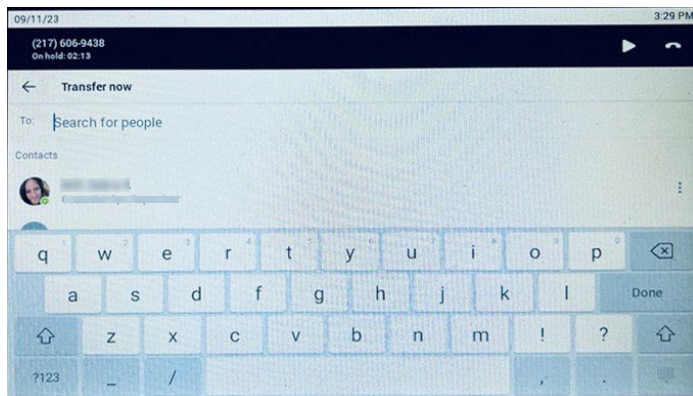
Tap on the transfer button. (If the transfer button is not available, then your phone may need a firmware update. Please let IT helpdesk know. [helpme@lcc.edu](mailto:helpme@lcc.edu) or 217-786-2555)



The "Transfer now" is appropriate if you are moving the call within the office and it is clear the colleague is available and the right choice. The "Consult first" is discussed in a different document.



After tapping on “Transfer now”, you can choose who to transfer to.



If the person appears as a contact, tap on the contact and the phone transfers the call.

To look up a person, tap into the “To:” field. Type as many letters of the transferee’s name as necessary. The device will continue to shorten a list until you can see the transferee’s Teams name and then you tap on the name to transfer the call.

**Warning:** In general, only full-time faculty have a telephone number associated with their name. If you find that the transfer is only calling the transferee on their Teams account (ringing to their computer that they are logged into), then that person doesn’t have a phone number associated with their name. You will need to type into the “To:” field the telephone number of the phone that that colleague is sitting next to. In that way you transfer to the physical phone number not to the person.

You will be put on hold until the transferee picks up the call. After the pickup you should be disconnected from the call and your telephone will again display the initial splash screen.

