

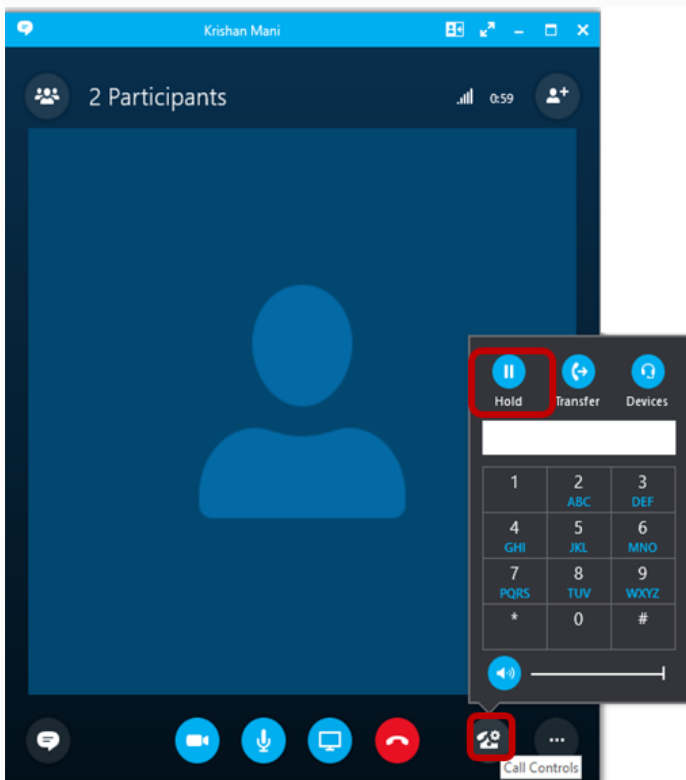
When transferring an incoming call to another person in Skype for Business, sometimes it is **preferable to announce the call to the recipient** before completing the transfer.

1. Click on the **pop-up** to accept the call.

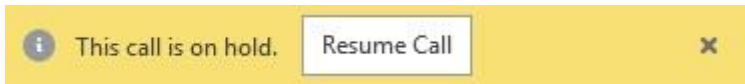


2. When you need to **transfer** a call, click on **Call Control** and you can choose select "Hold"

Placing the call on hold is optional – the call will be automatically placed on hold when you make a new call to the intended recipient. However, it can feel more familiar to place the call on Hold yourself if you prefer

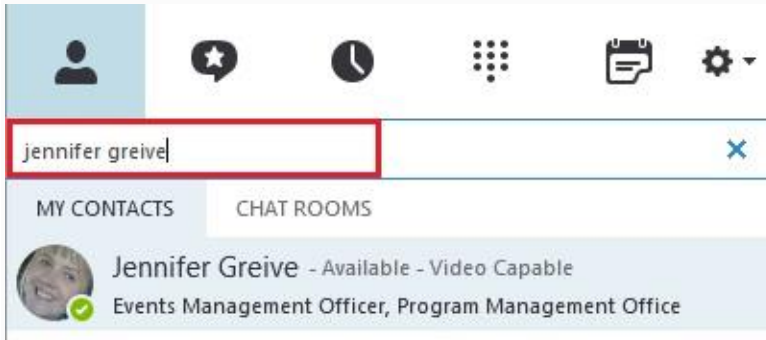


A banner will display on the original conversation window showing that the call is on hold.



3. Make a new call to the **intended recipient** (so that you can let them know who is waiting for them on call) Open **Skype for Business main window** and search and call intended party

Type the name of the recipient in the search box, or find them in your Contacts List.



4. Hover over their profile photo to reveal the options, then click the **Call** icon.



A new conversation window opens for the selected contact.

5. When you are ready to complete the transfer, click the **Call Controls** icon in **either** call window.



6. Select the **Transfer** icon – any open conversations are listed in the Transfer Call window.

7. Select the conversation with the intended recipient, then click **Transfer**.



The call is transferred and you will be dropped out of the call – both conversation windows will close automatically.