Answer an incoming call on your CS1 mobile app and you get the following screen



Click the “**Transfer**” button (do not put the call on hold first)

You will be presented with a list of internal contact and / or contacts on your mobile depending on what settings you have in place , screen as follows



In this case we select **Johanne Edgington** and got the following screen with a list of options on how to connect the call



We selected the internal **extension 103** and got the next screen



We selected **CALL** and got the next screen



Johanne answered , we announced the call and then pressed **Transfer** again, and the call was transferred to Johanne