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

A screenshot of a phone

Description automatically generated

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

A screenshot of a phone

Description automatically generated

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

A screenshot of a phone number

Description automatically generated

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

A screenshot of a phone number

Description automatically generated

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

A screenshot of a phone

Description automatically generated

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