



How to transfer a call on a Fanvil phone

Option 1 – Attended Transfer

This allows you to announce to the caller prior to releasing the call.

Press the "Xfer" soft key on your phone's display screen during an active call.

Enter the number or extension of the person or department you want to transfer the call to (or use the speed dial/BLF key on your secondary screen).

Wait for the person or department to answer the call.

Speak to the person or department to let them know you're transferring the call (optional).

Press the "Xfer" soft key again to complete the transfer. Alternatively, press the "Cancel" soft key to return to the original call.

Option 2 – Blind Transfer

The call is transferred directly, without the need to announce the caller.

Press the "Xfer" soft key on your phone's display screen during an active call.

Enter the number or extension of the person or department you want to transfer the call to.

Press the "Xfer" soft key again to complete the transfer.



Call Forwarding

This is useful if you are leaving the office and wish to forward calls to a mobile, other office or call answering service.

This will be slightly different, depending on what phone model you have, but it generally goes like this:

Press the [Menu] button.

Select 2. Features

Select 1. Call Forwarding

Press [Enter] on the extension.

Select the option that fits what you would like.

Select enable by using the arrow buttons and enter the number you wish to forward to.