



How to transfer a call on a Grandstream WIFI phone

Attended Transfer – Allows you to announce to the caller prior to releasing the call.

Place the caller on hold.

Establish a second call (to the person you want to transfer the call to) by pressing the second line on the phone and dialing their extension/number.

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

Transfer the original call from Line 1 to Line 2, by clicking the 'transfer' button and then the 'Line 1' button.

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

Press either the transfer button, or the soft 'transfer' key on the screen.

Dial the extension/number you wish to transfer the call to.

Press either the transfer button, or the soft 'blind transfer' key on the screen.



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.

Dial:

"*72" Forwards all incoming calls. (All/Unconditional)

"*90" Forwards all unanswered incoming calls. (No Answer/Delayed)

"*92" Forwards all incoming calls while you're in a call. (Busy)

Dial the forwarding destination (internal extension or external number).

Press the Ok softkey.