



Call Transferring

1. **Blind Transfer:**

- During an active call, press the "Transfer" button or soft key on your Grandstream phone.
- Dial the extension or phone number to which you want to transfer the call.
- Press the "Transfer" button again to complete the blind transfer. The call will be transferred immediately without consulting the recipient.

2. **Attended Transfer:**

- During an active call, press the "Transfer" button or soft key on your Grandstream phone.
- Dial the extension or phone number to which you want to transfer the call.
- Wait for the recipient to answer.
- Optionally, introduce the call to the recipient and ask if they are willing to accept the transfer.
- Press the "Transfer" button again to complete the transfer. If the recipient agrees to take the call, the call will be transferred.

3. **Transfer to Voicemail:**

- During an active call, press the "Transfer" button or soft key on your Grandstream phone.
- Dial the extension number associated with the recipient's voicemail box.
- Wait for the voicemail system to answer.
- Press the "Transfer" button again to complete the transfer. The call will be sent directly to the recipient's voicemail box.

4. **Transfer via Call Park and Pickup:**

- During an active call, press the "Transfer" button or soft key on your Grandstream phone.
- Dial the extension number reserved for call parking (if supported by your phone system).
- Note the call park orbit number provided by the system.
- Inform the recipient of the call park orbit number.
- The recipient can then pick up the call by dialling the call park orbit number.

5. **Transfer via SIP REFER Method:**

- During an active call, press the "Transfer" button or soft key on your Grandstream phone.
- Dial the extension or phone number to which you want to transfer the call.
- When the recipient answers, press the "Transfer" button again to send a REFER message to the SIP server. The server handles the transfer.