

Advanced Features

Call Transfers

Call Transfers

By using call transfer you can easily transfer your current caller to another person. Dial **#0** for an attended transfer – this is where you can announce the caller and retrieve the call if it is unanswered. Dial **##** for a blind transfer – where the call is directly passed through to another person without announcement

Quick Guide

1. Log into <https://portal.herotel.uk> > Voice tab and select the number you want to set up Caller Transfer on.
2. Select Other Settings > **Call Transfers**.
3. Click **disable call transfers if you wish to disable this feature on your line**.
4. Click **Save settings** to update.

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