

# How to Setup

## How to setup Call Transfer

You can setup call transfer feature at Ecsow menu Tools > Options > Call Transfer tab.

Options

General SIP Account Do-Not-Call Voice Activity Detection Call Distribution Call Transfer Preset

☒ Enable call transfer [? How to config it?](#)

☐ If received key 3 transfer call to  Add

Key Pressed	Transfer To
0	sip:Todd
1	sip:Melvin
2	18057512345

Del

☐ Transfer call to available agent if received any key

Voice prompts

☒ Play the greeting before call transfer  
 Play New

☒ Play the waiting music during the call transferring  
 Play New

☒ Play the greeting if the call transfer failed  
 Play New

Play the greeting when the call put into the waiting queue  
 Play New

OK Cancel

Notes: Please disable the "Automatic distribute to agent when detect human answer" and "Automatic distribute to agent when the call is answered" options at "Call Distribution" tab to make the call transfer feature take effect.

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