



The beauty of the Virtual PBX is that you can transfer inbound callers to any place within your Virtual PBX, even including transferring calls to an outside number (if that feature is turned on).

All this is accessed by pressing the \* key when you are on a call that you received through the system. At that point, the VPBX system will put the caller on hold and play the transfer menu in your ear. There are six options:

- 0: transfer to operator
- 1: transfer to known extension
- 2: transfer to dial-by-name directory
- 3: transfer to an ACD queue (if you have any)
- 4: transfer to conference bridge
- 5: transfer to an outside number (if the feature is turned on)

You can only use supervised call transfer to other extensions within the system. To turn this on, please check the "Use supervised call transfer" checkbox. Also, to allow transfers to outside phone numbers, this feature must be turned on by checking the "Allow transfers to outside numbers" checkbox. Both of these checkboxes can be found at:

**Admin Tab > Auto-Attendant > Advanced Configuration**

<b>Auto-Attendant</b>
<b>Extensions</b>
<b>ACD Queues</b>
<b>Phone Numbers</b>
<b>VoIP Phones</b>
<b>Conferencing</b>
<b>AutoRoute</b>
<b>Day/Night Mode</b>
<b>Call Recording</b>

## Advanced Configuration

[Basic Configuration](#)

### Ring Duration

Ring each contact number for  before routing to next number or voicemail.

Allow extension to override the amount of time each contact phone number rings

### Auto-Attendant Replay

Play greeting  times, then

Hang up  Transfer to operator

### Extension Connection Message

Please hold while your call is transferred. Press star at anytime to transfer directly to voicemail.

Please hold while your call is transferred.

### Return to Auto-Attendant

#### After voicemail

Hang up  Return to Auto-Attendant

### SmartID Caller ID Delivery

#### Incoming Extension Caller ID

Originating phone number (ANI)

PBX number dialed (DNIS)

Allow Extensions to Override Settings

### Call Transfers

Use supervised call transfers

Allow transfers to outside numbers

### Faxes To Extensions

Listen for faxes on call transfer