

## Call Transferring Guide

The beauty of the VirtualPBX is that you can transfer inbound callers to any place within your VirtualPBX, 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 VirtualPBX 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 a known extension
- 2: transfer to the 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. To allow transfers to outside phone numbers, place a check mark in the “Allow transfers to outside numbers” checkbox. Both of these checkboxes can be found at:

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

The screenshot displays the 'Advanced Configuration' page for the Auto-Attendant. On the left is a navigation menu with options: Auto-Attendant, Extensions, ACD Queues, Phone Numbers, VoIP Phones, Conferencing, AutoRoute, Day/Night Mode, and Call Recording. The main content area is titled 'Advanced Configuration' and includes a link to 'Basic Configuration'. Key sections include:

- Ring Duration:** Set to 20 seconds. Includes a checkbox for 'Allow extension to override the amount of time each contact phone number rings' (checked).
- Auto-Attendant Replay:** Play greeting 3 times, then. Options: Hang up (unchecked) or Transfer to operator (checked).
- Return to Auto-Attendant:** Options: Hang up (unchecked) or Return to Auto-Attendant (checked).
- SmartID Caller ID Delivery:** Includes a section for 'Incoming Extension Caller ID' with options: Originating phone number (ANI) (checked), PBX number dialed (DNIS) (unchecked), and Allow Extensions to Override Settings (unchecked).
- Extension Connection Message:** Options: Please hold while your call is transferred. Press star at anytime to transfer directly to voicemail. (checked) or Please hold while your call is transferred. (unchecked).
- Call Transfers:** (Highlighted with a red circle) Includes: Use supervised call transfers (unchecked) and Allow transfers to outside numbers (checked).
- Faxes To Extensions:** Includes a checkbox for 'Listen for faxes on call transfer' (checked).