

How to receive transfer confirmation

Applies to VoipNow 3 and higher!

VoipNow allows you to transfer incoming calls to other destination extensions or to voicemail. When a transfer to another extension using an incoming call rule occurs, the destination can issue a confirmation of the call. By using this method, the caller will be asked to introduce his name followed by # key. The destination extension will be notified about the caller's name and will be requested to press **0** to accept the call or **1** to reject the call.

This article describes the steps you need to take to make the **transfer confirmation process** operational.

Step-by-step guide

If you want to transfer all the incoming calls to your personal mobile phone, but you want to know the name of the person calling before you decide to accept or reject the call, you need to define the following **Transfer to** Incoming Call Rule:

Add Incoming Call Rule

Transfer to and ring these for seconds

when CallerID is any and call is in time interval

and extension status is and call status was .

Before connecting the caller to destination for his name.

Also public called destinations to transfer calls. extension 0003*001.

Add in position . Can be managed from the extension with keypad code . other rules when call is not completed.

The **transfer confirmation process** requires that you take the following steps:

STEP 1: Define on your extension a **Transfer to** rule as described above, with your own conditions to match the incoming call.

STEP 2: If a call is received and all conditions match, then the rule applies and the caller will be asked for their name.

STEP 3: The transfer destination is notified about the name of the caller and is requested to confirm the transfer by pressing **0** or to reject the call by pressing **1**.

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