

Call Transfer

This page talks about how calls can be transferred to other users.

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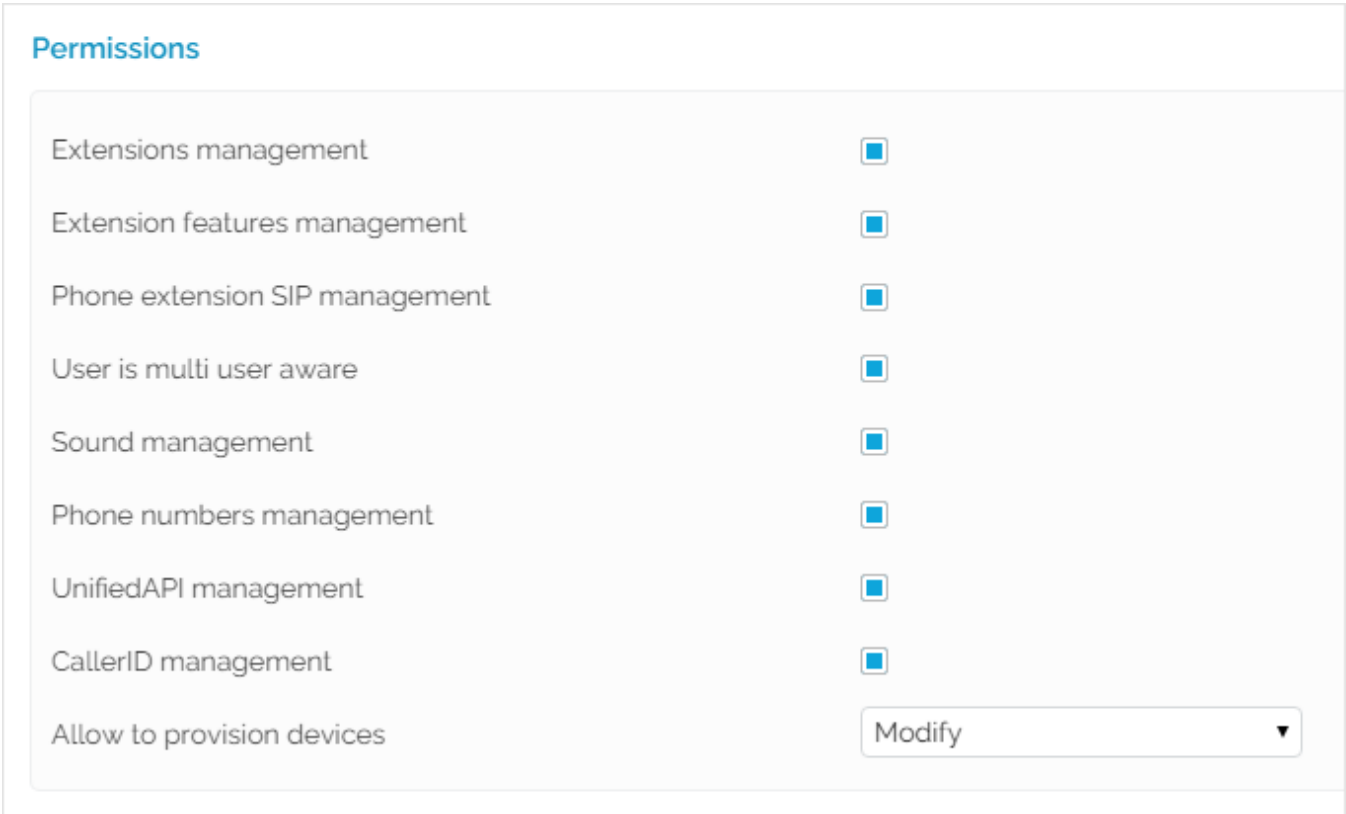
Overview

With the Transfer Calls function users can easily transfer calls to other user using the phone keypad.

Set up a call transfer

This option is available only for Phone terminal extensions with the multi-user aware permission enabled.

To enable this permission, click on the [Roles and Phone Numbers](#) icon under the **Tools** area. In the **Roles and phone numbers for <user_name>** page, enable the **User is multi user aware** permission as shown below.



Screenshot: The Permissions section from the Roles and phone numbers management page

Phone terminal keypad operations

Here are the operations available:

- **Transfer interlocutor to extension number forward_number with #1forward_number:** This operation enables what is generally known as blind/cold transfer. In other words, if you're already in the middle of a phone conversation, you can press **#1 followed by an extension number forward_number**. This will have your incoming caller transferred to that particular extension. The call can also be transferred to a number outside the VoipNow server.
- **Put caller on hold and transfer to extension number forward_number with *2forward_number:** This operation enables what is generally known as attended/warm transfer. In other words, if you're already in the middle of a phone conversation, you can press

Usage example

There are two technicians working in the support team. A call is received on the extension belonging to tech guy no. 1, who has no solution for the caller's problem, but knows that tech guy no. 2 dealt with a similar issue last week.

- If tech guy no. 1 dials *2 followed by his colleague's extension number, the call will be put on hold and a new call will be automatically placed to his colleague's number.
- Tech guy no. 2 answers and listens to his colleague presenting the situation, then hangs up.
- Tech guy no. 2 will be automatically connected with the caller on hold.

Related topics

[Phone Terminal Setup](#)