

# The Transfer To Rule

This page contains instructions on how to set up the Transfer To rule.

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## Overview

The Transfer To rule allows you to automatically transfer an incoming call to three possible destinations:

- another extension or public number
- your own Voicemail
- another extension's Voicemail

## Rule structure

The Transfer To rule structure is for Phone terminal extensions:

**<Transfer to>** **<transfer\_destination>** **<destination\_number>** and ring these for **<ring\_time>** seconds

when CallerID **<callerID\_action>** **<number>** and call is in time interval **<time\_interval>**

and extension status is **<extension\_status>** and call status was **<call\_status>**.

Before connecting the caller to destination, **<action>** for his name.

Also, **<permission>** public called destinations to transfer calls. **<call\_action>** extension **<current\_ext\_no>**.

Add in position **<rule\_position>**. Can be managed from the extension with keypad code **<key\_value>**. **<Follow/Do not follow>** other rules when call is not completed.

For all the other extension types, the Transfer To rule structure is simplified to:

**<Transfer to>** number(s) **<destination\_number>** and ring these for **<ring\_time>** seconds

when CallerID **<callerID\_action>** **<number>** and call is in time interval **<time\_interval>**.

Before connecting the caller to destination **<action>** for his name.

Also, **<permission>** public called destinations to transfer calls.

**<call\_action>** extension **<current\_ext\_no>**.

Add in position **<rule\_position>**. **<Follow/Do not follow>** other rules when call is not completed.

## Rule options

This table contains the parameters required for setting up the Transfer To rule.

Option	Description
<b>&lt;transfer_destination&gt;</b>	<p>The drop-down list includes two options:</p> <ul style="list-style-type: none"><li>• number(s) (the default option)</li><li>• voicemail</li></ul> <p>Select <b>number(s)</b> if you want the calls to be directly transferred to another extension or to a public number; you may enter several numbers. If you want to transfer calls to your own voicemail or to the voicemail of another extension, select <b>voicemail</b>.</p> <p>Once you select the <b>Transfer to voicemail</b>, a drop-down list of all the extensions with enabled Voicemail from your organization will become available. From that list, select the number of the extension you want to use for <b>Transfer to voicemail</b>.</p> <p>If you want to transfer calls to you own voicemail, make sure you've selected the <b>Enable voicemail</b> checkbox in your <b>Phone terminal setup</b> page.</p> <p>For Phone terminal extensions only! Default value: <b>number(s)</b>.</p>

<destination_number>	Specify the number(s) of the extension(s) you want to transfer the incoming calls to. The destination numbers may belong to other local extensions, remote extensions or user groups. If you set the transfer to a user group ID, it means that all extensions of users in that group will ring.
<ring_time>	Fill in the number of seconds the destination extension will ring before hanging up. The default value is equal to the one previously set for the <b>Unified Communications Zero Priority General Number of seconds to call</b> option.
<callerID_action>	Choose when the <b>Transfer to</b> rule is performed: <ul style="list-style-type: none"> <li>• <b>Matches:</b> the incoming call matches the number specified in the &lt;number&gt; text box.</li> <li>• <b>Does not match:</b> the incoming call does not match the number specified in the &lt;number&gt; text box.</li> <li>• <b>Is anonymous:</b> the incoming call does not have any CallerID information. The &lt;number&gt; text box is grayed out.</li> <li>• <b>Is any:</b> the Transfer To rule will be used for all incoming calls, no matter their CallerID. The &lt;number&gt; text box is grayed out.</li> </ul> Default value: <b>is any</b> .
<number>	Specify an extension number or a regular expression the incoming call will be matched to. Number matching is based on the CallerID. If the remote party does not send a CallerID, no matching can be performed. However, you can use the <code>Is anonymous</code> option to route anonymous calls. Pay attention to the <number> entry. You can specify the number as a combination of the 0-9 digits and the '+', 'X', 'Z', 'N', '[', ']', '.', '*' characters. The number entry supports the <a href="#">Asterisk number matching</a> .
<time_interval>	Choose the time interval during which incoming calls must be checked.  Default value: <b>Anytime</b> .
<extension_status>	Select the status of the extension receiving the incoming call: <ul style="list-style-type: none"> <li>• <b>Does not matter</b> - All incoming calls targeted for the current extension will be transferred to the new destination(s), regardless of its status.</li> <li>• <b>Registered</b> - The incoming calls will not be transferred to the new destination(s) unless the current extension is registered.</li> <li>• <b>Not registered</b> - The incoming calls will not be transferred to the new destination(s) unless the current extension is not registered.</li> </ul> For Phone terminal extensions only! Default: <b>does not matter</b> .
<call_status>	Select the reason for which the incoming calls must be transferred to the new destination(s): <ul style="list-style-type: none"> <li>• <b>Does not matter:</b> All incoming calls targeted for the current extension will be transferred to the new destination(s), regardless of their status.</li> <li>• <b>Not answered:</b> Only the calls that have not been answered will be transferred to the new destination(s).</li> <li>• <b>Busy:</b> If a call is received when the callee is involved in another conversation, this call will be transferred to the new destination.</li> </ul> For Phone terminal extensions only! Default value: <b>does not matter</b> .
<action>	Select if you want the caller's name to be requested before connecting the call or not.  Default: <b>Do not ask</b> .
<permission>	Allow the called public phone number(s) to further transfer the call(s) to other destinations or not. For example, let us assume you have decided to transfer the incoming calls to 1234. If you choose Allow, then 1234 will be able to redirect the calls transferred to it to another destination. The extension that has this option set to Allow within an Incoming Call Rule (ICR) rule is charged for any transfer the public destination performs.
<call_action>	Specify if you want the current extension to be called as well when an incoming call is received or not. If you select <b>do not call</b> , only the extension the calls are transferred to will be rung. For Phone terminal extensions only! Default value: <b>Do not call</b> .
<current_extension_number>	This is the current extension's number. For Phone terminal extensions only!
<rule_position>	Specify the position of the rule in the list. The rule's position in the group is very important because it defines the order in which VoipNow verifies the call rules in case an incoming call is received. Each rule is checked in turn and all rules are final (meaning that the program stops checking when the first rule is matched).
<key_value>	Specify a key that can be used to enable/disable the routing rule from the phone terminal pad by dialing <b>*74 &lt;key_value&gt;</b> . The <b>Can be managed from the extension with keypad code &lt;key_value&gt;</b> text is only displayed for Phone Terminal extensions.
<Follow/Do not follow>	Specify if you want the rule to be considered final or not: <ul style="list-style-type: none"> <li>• <b>Do not follow:</b> The rule is final and, if the call is not completed, no other rules will apply.</li> <li>• <b>Follow:</b> This rule is not final and, if the call is not completed, other rules may apply.</li> </ul>

## Transfer calls to voicemail

If you choose to transfer incoming calls to voicemail, the **<destination\_number> and ring these for <ring\_time> seconds** text will no longer be displayed.

Instead, you will be shown a drop-down list of all the extensions with enabled Voicemail from your organization. If you want to calls to be automatically transferred to your own voicemail, select your extension's number from that list. If you want to transfer calls to another extension's voicemail, select its number.

Also, the following lines will **not** be displayed:

Before connecting the caller to destination, **<action>** for his name.

Also, **<permission>** public called destinations to transfer calls. **<call\_action>** extension **<current\_ext\_no>**.

Related topics

[The Set Call Priority rule](#)