

How to transfer incoming calls to another extension voicemail

Applies to VoipNow 5.X.X!

In VoipNow, there are many ways to handle incoming calls. The [Incoming Call Rules](#) feature provides a set of predefined actions which help you automatically cascade or transfer calls, play busy, block or hang up on them. This allows you to easily manage a wide range of customer service scenarios.

VoipNow 5.X.X comes with an optimized **Transfer to** rule, which now allows users to hand over incoming calls to another extension's voicemail. This article explains how to set up this newly enhanced rule.

Overview

Before VoipNow 5.X.X, you could set VoipNow to transfer any incoming call to another destination (i.e. a different extension or a public number,) or to your extension's voicemail.

As of VoipNow 5.X.X, the **Transfer to** rule includes a new destination, i.e. another extension's voicemail. This enhancement expands the response possibilities and allows you to adapt more easily to customer calls.

For example, if you're on vacation and you don't want to leave your customers unattended, you could set the **Transfer to** rule to hand over all your incoming calls during business hours to a colleague who's available. So, anyone who calls your extension during working hours will be automatically transferred to your colleague's extension. With the optimized **Transfer to** rule, if customers call you outside business hours, you can set up VoipNow to hand over their calls to your colleague's voicemail. That way, your colleague will know who contacted you and will be able to call them back during working hours.

Step-by-step guide

Let's assume your extension is 0152*001 and you want all calls placed to your extension outside business hours to be automatically transferred to another extension's voicemail (i.e. 0152*004).

Before you set up the **Transfer to** rule, make sure to [define a time interval](#) that covers the time span outside your business hours. In this example, we've set a time interval that starts at 6PM and ends at 9AM, from Monday to Friday.

Extensions Management> Extension ext_001 (0152*001) of User ABCD EFGH>

Edit Incoming Call Rules for Extension **ext_001 (0152*001)**

Open menu ? Help Up level

Add Incoming Call Rule

+ -

Play busy when CallerID is any and call is in time interval anytime

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

Cancel OK

There are no incoming call rules defined for this extension.

Assuming you've already set up the time interval, take the following steps:

1. Go to your extension's management page and click on [Incoming Call Rules](#) under **Telephony**. You'll be redirected to the **Edit Incoming Call Rules for Extension <your_extension_number>** page.
2. In the **Add Incoming Call Rule** section, select **Transfer to** from the **Call Rules** drop-down list (**Play busy** is the default rule).
3. Then move on to the next drop-down list. Instead of **number(s)**, select **voicemail**. A drop-down list of all the extensions with enabled Voicemail from your organization will become available. Select the number of the extension you want to use for transfer to Voicemail. In our case, it's 0152*004.
4. You may leave the CallerID field as is, i.e. **is any**. If you want to transfer only calls from a specific phone number, this is where you enter it.
5. From the **time interval** drop-down list, select the one you have already defined. In our example, we've selected the **Outside Business Hours** interval. This means that any incoming calls placed on 0152*001, from 6PM to 9AM, Monday to Friday, will be transferred to the voicemail of 0152*004. If you want calls to be transferred regardless of the time of the day, leave this field as is, i.e. **anytime**.
6. Up next is the **extension status** field, which refers to the state of the your extension (**registered** or not **registered**). In our example, we've selected **does not matter**. This means that incoming calls will be transferred to the new destination, regardless of the status of your extension. If we had chosen **registered**, incoming calls would have only been transferred if your extension was registered. If we had set the extension status as **not registered**, all incoming calls would have only been transferred if your extension was not registered.

- Then comes the **call status**. VoipNow detects when **calls are not answered** and **extensions are busy**. You can set up the transfer based on either of these situations. Or you can select **doesn't matter**, like we did. This means that it's irrelevant whether your extension is busy or you do not pick up. All incoming calls will be automatically transferred to the voicemail of 0152*004.
- Since you can set up several rules to handle an incoming call and each rule is checked in turn, it's important to specify **the position of your rule in the group**. In our example, we entered this rule in position 1. This means that, when an incoming call is received, VoipNow will check this rule first.
- In the **keypad code** field you can specify a key that can be used for enabling/disabling this rule from the Phone terminal pad by dialing ***74 <key_value>**.
- You can set up VoipNow to follow other rules or not. If you select **Do not follow** from the drop-down list, no matter how many rules you have set up, VoipNow will stop checking them as soon as this **Transfer to Voicemail** rule is matched.
- Press **OK**, when you're done.

At this point, the **Transfer to Voicemail** rule will be added in the **Existing Incoming Call Rules** table.

Existing Incoming Call Rules									
0 changes pending in the rules order					✔ Apply the Changes ⌵ Show Columns ✕ Remove Selected				
No	S	P	Action	Number Check	In Time Interval	Destination	Ring For	Final	Key ■
1	✔	^ v	Transfer to	Is any	Outside Business Hours (own)	voicemail:0152*004	0 seconds	Yes	<input type="checkbox"/> <input type="checkbox"/>
1 Incoming call rules							Number of entries per page: 10 25 100		

This means that all incoming calls placed on 0152*001 during the time interval previously set will be automatically transferred to the voicemail of extension 0152*004.

Related articles

- [How to match calls outside business hours](#)
- [How to place automatic test calls](#)
- [How to prevent frauds using SIP devices against VoipNow](#)
- [How to use Hunt Groups in VoipNow](#)
- [Troubleshooting voicemail not answering calls from ICRs](#)