

How to set up Ring All and Transfer to voicemail

Applies to VoipNow 3 and higher!

VoipNow is packed up with features that allow you to better manage the incoming calls. You can be reached on multiple phone numbers and, if you can't manage to pick any of them in due time, you can have your calls directed to your voicemail.

This article describes how to customize the **Ring all** feature and transfer the incoming calls to an extension's voicemail.

Setting up the Ring All feature

The **Ring all** feature is now incorporated into the **Transfer to Incoming Call Rule**. You can set an incoming call to ring multiple phone numbers with the help of the **Transfer to** rule that directs the call to multiple destinations that will ring for a predefined time frame.

Suppose you receive an incoming call on extension 0003*001 and you want the call to ring extensions 0003*003 and 0003*010, as well as your personal mobile phone, let's say 0982312466. Then you should define the **Transfer to** rule for extension 0003*001 as pictured below.

Add Incoming Call Rule

The screenshot shows the 'Add Incoming Call Rule' form. On the left is a minus/plus toggle. The main form contains the following fields and options:

- Transfer to** (dropdown) **number(s)** (dropdown) **003 010 0982312466** and ring these for **30** seconds
- when CallerID is any (dropdown) [empty] and call is in time interval **anytime** (dropdown)
- and extension status is **does not matter** (dropdown) and call status was **does not matter** (dropdown)
- Before connecting the caller to destination **ask** (dropdown) for his name.
- Also **do not allow** (dropdown) public called destinations to transfer calls. Also call (dropdown) extension **0003*001**.
- Add in position **1**. Can be managed from the extension with keypad code [empty]. **Follow** (dropdown) other rules when call is not completed.

You need to fill in the destination the call will be directed to and request that the rule owner is called as well. You should also set a ring interval with the same value as the **Number of seconds to call** set up on the rule owner's account. Please make sure that the rule is **non-final** so that other rules such as **Transfer to voicemail** can come into effect if the call is not completed.

Setting up Transfer to voicemail

You can set a new rule that directs the call to voicemail in case no one picks up in due time. This is what the **Transfer to voicemail** incoming call rule is for, and the picture below shows how to define it.

Add Incoming Call Rule

The screenshot shows the 'Add Incoming Call Rule' form for the 'Transfer to voicemail' rule. On the left is a minus/plus toggle. The main form contains the following fields and options:

- Transfer to** (dropdown) **voicemail** (dropdown) **0003*001** (dropdown)
- when CallerID is any (dropdown) [empty] and call is in time interval **anytime** (dropdown)
- and extension status is **does not matter** (dropdown) and call status was **does not matter** (dropdown)
- Add in position **1**. Can be managed from the extension with keypad code [empty]. **Do not follow** (dropdown) other rules when call is not completed.

Assuming you have defined the rule as pictured, when the extension of the rule owner starts ringing, the rest of the designated destinations will also ring. If nobody picks up in due time, the call will be directed to the voicemail of the extension that was initially called. This is a safe, simple way to make sure you will not miss any call.

Starting with Voipnow 5, the **Transfer to voicemail** will be extended. More specifically, you will be able to transfer incoming calls to the voicemail of another extension from the same Organization. You can read more about it [here](#).

Add Incoming Call Rule

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Transfer to

voicemail

0003*001

when CallerID

is any

0003*001

0003*002

call is in time interval

anytime

and extension status is

does not matter

and call status was

does not matter

Add in position

1

Can be managed from the extension with keypad code

Do not follow

other rules when call is not completed.

Related articles

- [How to set up Ring All and Transfer to voicemail](#)
- [How to use Hunt Groups in VoipNow](#)
- [How to use Follow-Me](#)
- [How to transfer incoming calls to another extension voicemail](#)
- [How to receive transfer confirmation](#)