

Feature Description

Call Transfer manages how transferred calls are directed. It is available with the VoiceManager Office, and Anywhere packages, and IP Centrex service.

Solution

Ensure customers receive speedy service by routing calls quickly and efficiently. The Call Transfer feature facilitates call management and direction.

Setup

Call Transfer Settings

Call Transfer

Call Transfer allows you to manage how transferred calls are directed.

Specify settings for Call Transfer Recall, Busy Camp and Do Not Redirect.

Call Transfer Recall: ?	<input checked="" type="radio"/> On <input type="radio"/> Off
Number of Rings Before Recall:	4
Busy Camp: ?	<input checked="" type="radio"/> On <input type="radio"/> Off
Busy Camp Duration: ?	90 seconds
Redirect Unannounced Transfers: ?	<input type="radio"/> On <input checked="" type="radio"/> Off
Redirect Announced Transfers: ?	<input checked="" type="radio"/> On <input type="radio"/> Off

Cancel

Save

Call Transfer Recall

Use this type of transfer to reconnect to the transferring party after a pre-defined number of rings.

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Call Settings** tab.
4. Under the **Holds and Transfers** section, click the **Call Transfer** link.
5. Select the **On** radio button to activate the **Call Transfer Recall** feature.
6. From the **Number of Rings Before Recall** drop-down menu, select the number of times the phone should ring before it is reconnected to the transferring party.

Busy Camp

Use this type of transfer to place the caller on hold for a pre-defined time until the line becomes available.

1. Select the **On** radio button to activate the **Busy Camp** feature.
2. Enter the number of seconds – 30 to 600 -

the caller should hold until the line becomes available in the **Busy Camp Duration** field.

Redirect Unannounced Transfers

Use this type of transfer to prevent unannounced calls.

1. Select the **On** radio button to **Redirect Unannounced Transfers**.

Redirect Announced Transfers

Use this type of transfer to prevent announced calls.

1. Select the **On** radio button to **Redirect Announced Transfers**.
2. Click the **Save** button.