About Outbound Transfer

You can set up Outbound Transfer to transfer a caller who reaches your mailbox to a number that you assign. A caller can use Outbound Transfer from any tone dial telephone, and you can direct your Outbound Transfer calls to any telephone.

You can tell callers about this feature in your personal greeting. If you inform callers of this feature in your mailbox greeting, you must tell them what number to press to transfer:

- If you use the NorstarVoice Mail interface, tell callers to press ⑦
- If you use the CallPilot interface, tell callers to press ⑨

For example:

"Hi. This is Brenda Whately. I'm away from the office today. Please leave me a message after the tone and I will return your call as soon as possible. If you need to reach me before tomorrow, press ⑦ *and you will be transferred to my cell phone. Thanks."*

> **Note:** The restrictions that apply to your telephone line also apply to Outbound Transfer numbers. For example, if you cannot dial long distance telephone numbers from your telephone, you cannot have a long distance Outbound Transfer destination. If your mailbox is restricted to extension destinations for Outbound Transfer, see your System Administrator.

For Outbound Transfer to function properly, you must have a greeting recorded.

When you set up Outbound Transfer, you can add special characters to the destination number. Refer to "Adding special characters to a destination number" on page 66 for more information.

Adding special characters to a destination number

Special characters are pauses or other dialing instructions that you can add if they are required to access the network or a destination number.

Follow the voice prompts or press ADD to add special characters to a destination telephone number (or a destination pager number if you are setting up a destination pager number in Off-premise Message Notification.) A destination telephone or pager number cannot be longer than 30 characters.

> **Note:** If you are adding special characters, do not press the dialpad buttons ⌗ to enter a #, or ⁎ to enter a *. Press the button directly below the option on a two line display telephone, or listen to the voice prompts.

Adding special characters to a destination number	
Press	**Description**
② or DIGS	to resume adding digits to the destination phone number
③ or PAUS	to enter a timed pause that appears as P on the display. Pauses are four seconds long.
④	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display.
⑤ or OTHR #	to enter a #
⑥ or OTHR *	to enter a *
TONE	to recognize dial tone (behind PBX). The Recognize Dial Tone special character appears as D on the display.
⁕	to cancel and retry

Setting up Outbound Transfer

To set up Outbound Transfer to a phone number

1 Press ⌂ ⑨ ⑧ ①.
Follow the voice prompts or the display button options to open your mailbox.

2 If you use the CallPilot interface:

- Press ⑧ ⓪ to open the Mailbox Options
- Press ⑨
- Press ③ to open the Outbound Transfer menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press ADMIN or ⑧
- Press ⑧ to open the Outbound Transfer menu
- Go to step 3

```
Outbound xfr
ADMIN    SELECT
```
3 Press ADMIN or ① to set up Outbound Transfer
or
if you have previously set up Outbound Transfer press CHNG.

```
Destination:
PHONE   EXT
```
4 Press PHONE to select an external phone as the destination.

```
Ph:
RETRY           OK
```
5 Enter the destination phone number and press OK or #.

```
<x>
ADD               OK
```

6 Press OK or [#] to accept the destination number, represented by
\<x\>
or
press ADD or [2] to add special characters. For information, refer to
"Adding special characters to a destination number" on page 66.
After you add special characters, press OK or [#] to accept the
destination number.

```
Transfer: off
CHNG              QUIT
```

7 Press CHNG or [1] to turn Outbound Transfer on.

```
Transfer: on
CHNG              QUIT
```

8 Press QUIT or [*].

9 Press [☎] to end the session.

To set up Outbound Transfer to an extension

1 Press [✆] [9] [8] [1].
Follow the voice prompts or the display button options on your
telephone to open your mailbox.

2 If you use the CallPilot interface:
   - Press [8] [0] to open the Mailbox Options
   - Press [9]
   - Press [3] to open the Outbound Transfer menu
   - Go to step 3

If you use the Norstar Voice Mail interface:
   - Press ADMIN or [8]
   - Press [8] to open the Outbound Transfer menu
   - Go to step 3

```
Outbound xfr
ADMIN           SELECT
```

3 Press ADMIN or [1] to set up Outbound Transfer.

```
Ext:
RETRY             OK
```

4 Enter the destination extension and press OK or [#].

```
Accept<x>
RETRY             OK
```

5 Press OK or [#] to accept the number.
The \<x\> represents the extension.

```
Transfer: off
CHNG              QUIT
```

**6** Press CHNG or [1] to turn Outbound Transfer on.

```
Transfer: on
CHNG              QUIT
```

7 Press QUIT or [*].

8 Press [☎] to end the session.

Turning Outbound Transfer on or off

You can turn Outbound Transfer on or off at any time after you set it up. Turning Outbound Transfer off does not affect any of its assigned parameters.

To turn Outbound Transfer on or off

1 Press ⬡ 9 8 1.
Follow the voice prompts or the display button options on your telephone to open your mailbox.

2 If you use the CallPilot interface:

- Press 8 0 to open the Mailbox Options
- Press 9
- Press 3 to open the Outbound Transfer menu
- Go to step 3

If you use the Norstar Voice Mail interface:

- Press **ADMIN** or 8
- Press 8 to open the Outbound Transfer menu
- Go to step 3

```
Outbound xfr
ADMIN        SELECT
```

3 Press **SELECT** or 2 to access Outbound Transfer.

```
Transfer: off
CHNG           QUIT
```

4 Press **CHNG** or 1 to turn Outbound Transfer on.
Press **CHNG** again to turn Outbound Transfer off.

```
Transfer: on
CHNG           QUIT
```

5 Press **QUIT** or ✳.

6 Press ☎ to end the session.

Optimizing Outbound Transfer

When CallPilot transfers a call to an external telephone number using Outbound Transfer, two lines are used. An incoming line connects a caller to a mailbox and an outgoing line transfers a caller to an Outbound Transfer telephone number. Both lines remain in use while the caller connects to the Outbound Transfer telephone number.

To optimize the use of CallPilot lines, the Outbound Transfer call to an external telephone number can transfer to the incoming line to make the outgoing call. This type of transfer is called a Link transfer.

> **Note:** You can perform a Link transfer only if the CallPilot line is equipped with Link transfer capability. The most common type of line that supports Link transfer is a Centrex line. If Link transfer is programmed for an Outbound Transfer and your CallPilot lines do not support this feature, the caller is disconnected. Ask your System Administrator before programming a Link transfer.

To perform a Link transfer with Outbound Transfer you must add 〔#〕 before the Outbound Transfer telephone number.

For example, the telephone number looks like:

〔#〕〔5〕〔5〕〔5〕〔1〕〔2〕〔3〕〔4〕

where:

- 〔#〕 instructs CallPilot to use the incoming line to perform the transfer
- 〔5〕〔5〕〔5〕〔1〕〔2〕〔3〕〔4〕 is the telephone number dialed

Programming Outbound Transfer when CallPilot is behind a PBX

If you have CallPilot installed behind a PBX and you want to access an outside line and recognize dial tone, enter:

〔9〕〔#〕〔4〕〔2〕〔5〕〔5〕〔5〕〔1〕〔2〕〔3〕〔4〕

where:

- 〔9〕 accesses an outside line
- 〔#〕 specifies the next digits are special characters
- 〔4〕 recognizes dial tone
- 〔2〕 specifies that the next digits are the numbers to be dialed
- 〔5〕〔5〕〔5〕〔1〕〔2〕〔3〕〔4〕 is the telephone number dialed

After you enter this dialing sequence, the display shows:

```
9D5551234
ADD            OK
```