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DISCLAIMER: Outbound call transfer is disabled on PBXware by default, for security reasons, one of which is to prevent fraudulent calls. In case you decide to enable it on your system, by following this tutorial, you are accepting full responsibility for any issues that might occur due to this change.

| Incoming Dial Options: | tr |
| Outgoing Dial Options: | T |

Outgoing dial options

Depending on PBXware settings, some users might experience issue where they will be unable to perform transfer after they make outbound call.

In order to resolve this, please make sure that extension you are trying to perform transfer on, has at least 2 outbound channels, as well as **T** flag in Outgoing dial options.

Please note that flags are case sensitive, so if you enter **t** in Outgoing dial options, instead of **T**, issue will persist, and you will still not be able to perform transfer on outbound calls.

However, as you can see in the screenshot, **t** flag is valid for Incoming dial options, so please make sure not to mix these two.

However, in case you are still unable to perform transfer on outbound calls, after you make the changes on your extension, you will also have to execute query below that will enable this feature on your PBXware.

To do that, SSH into your PBXware and execute command below:

```
/opt/pbxware/sh/mysql -e "INSERT INTO pbxware.config (name,value) VALUES('transfer_dialopt','1');"
```

NOTE: In case you receive duplicate entry error after you execute this command, feel free to

ignore it. This would mean that outbound call transfer was already enabled on your system.

Once all of the suggested changes are in place, you should be able to preform outbound call transfer without any issues.

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