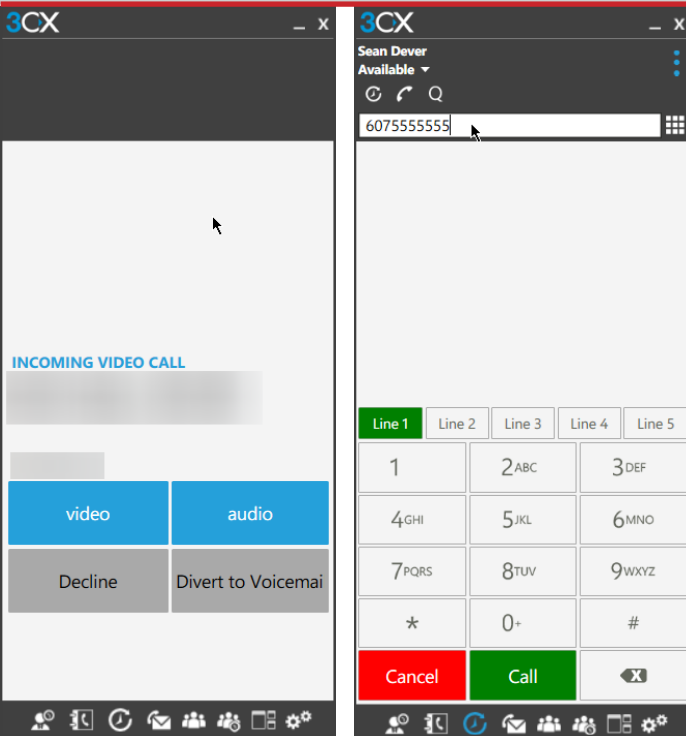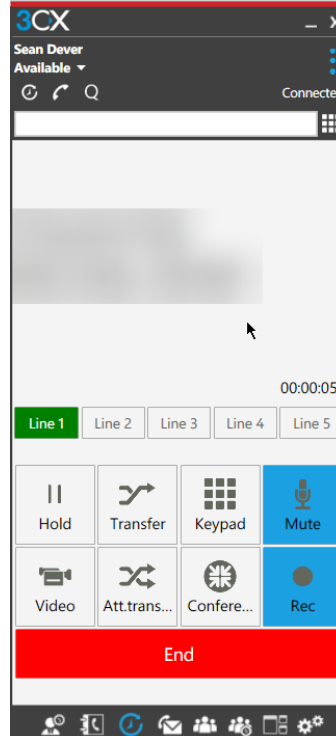# Transferring Calls in 3CX
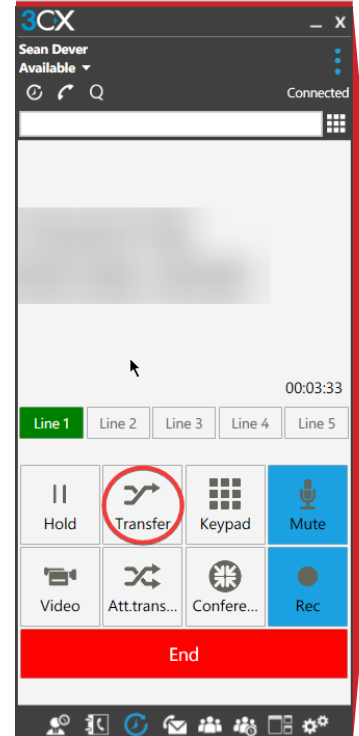
To transfer a call in 3CX you must first **be in an active call.** This will occur either when you receive a call or initiate a call:
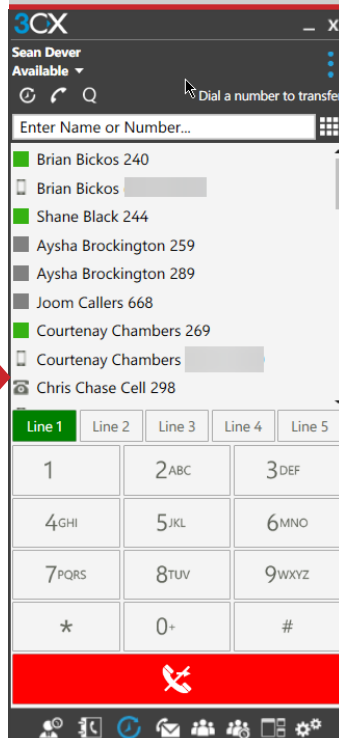
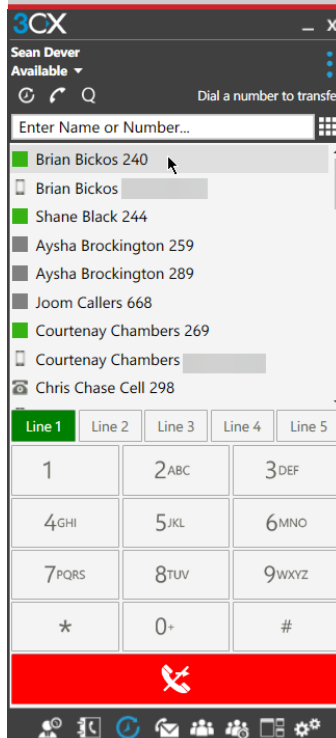Once in the call you will see the active call screen:

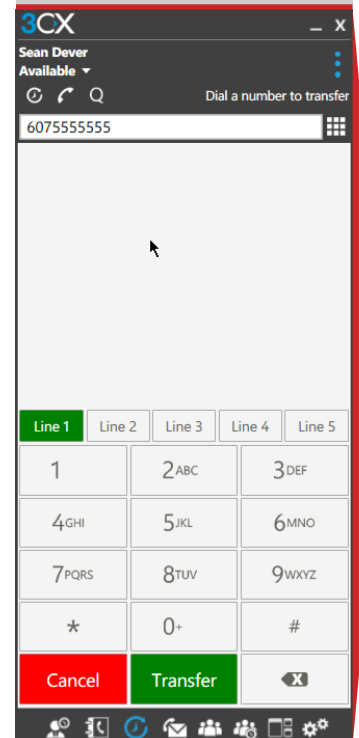From the active call screen you can select the "Transfer" button:

After selecting "Transfer" you will be presented with the directory where you can select someone inside your organization or dial an external number using the keypad:

To transfer to a person internal to your organization, find them in the list (or search using the search box) and double click on their name to complete the transfer.

To transfer to a person external to your organization you can dial their number using the keypad and select "Transfer"
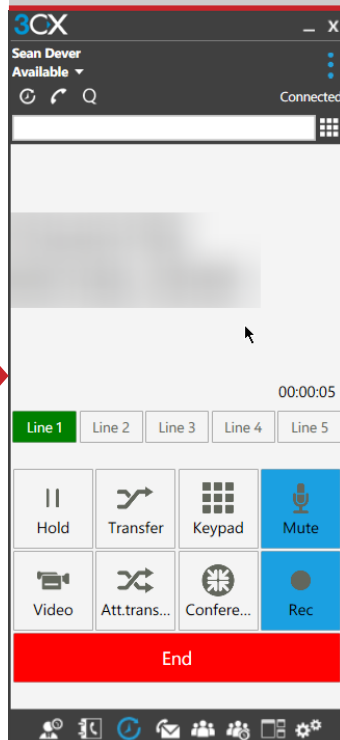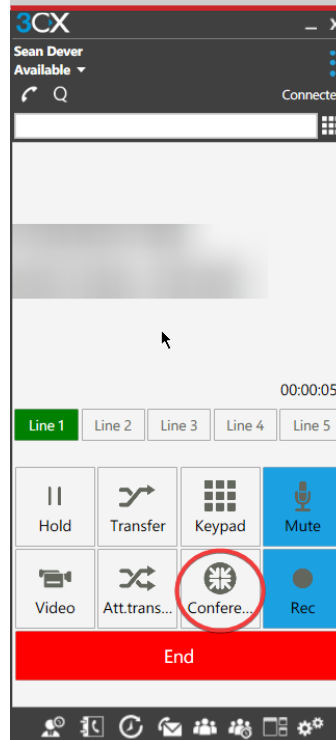
Conference Call in 3CX

To make a conference call in 3CX you must either schedule a conference call or be on an active call.
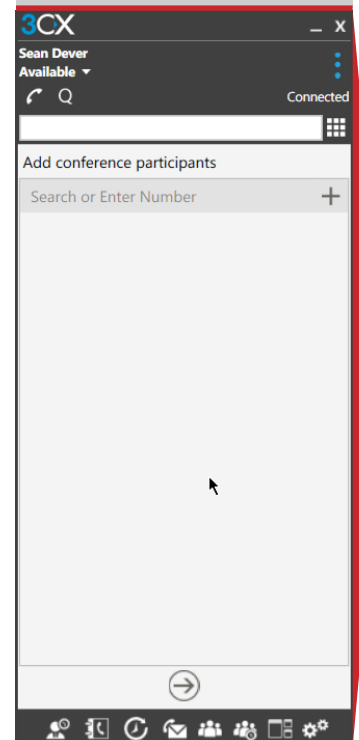
Conferencing on an Active call.

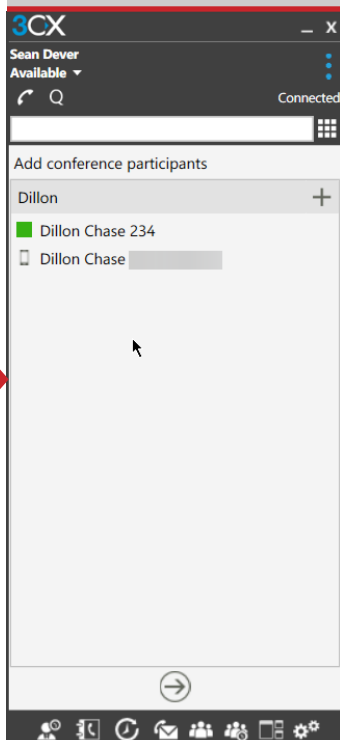Once in the call you will see the active call screen:

From the active call screen select "Conference":

After selecting the conference you will be presented with a selection screen:

From this selection screen you can enter either an organization member's name or an external phone number in the search box:

To transfer the call to an internal member you can double click their name. If you enter an external phone number you must type the number into the search box and then hit enter
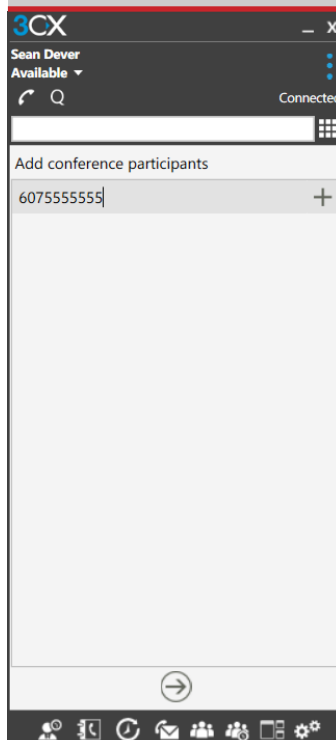
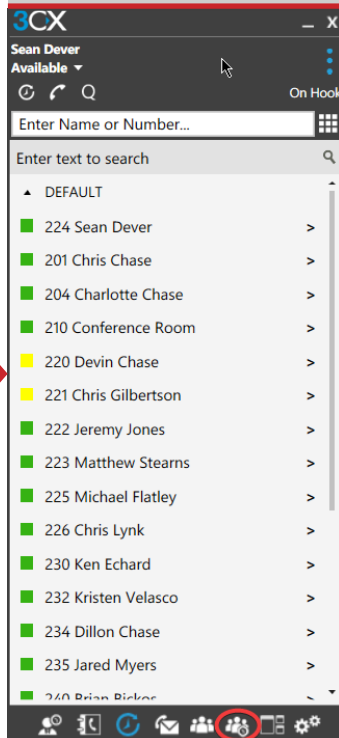After hitting enter the number should drop down and become a contact:
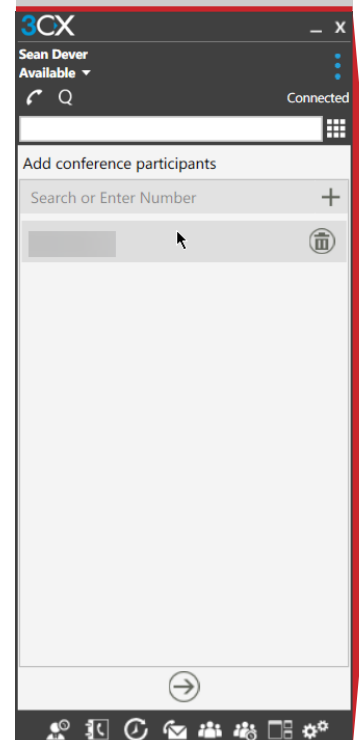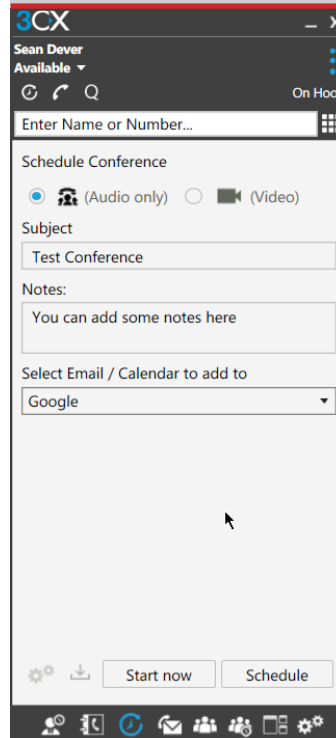
Conference Call **Scheduling**

To make a conference call in 3CX you must either schedule a conference call or be on an active call.

Conferencing on an Scheduled call.

To schedule a conference call select the schedule conference icon on the bottom bar:
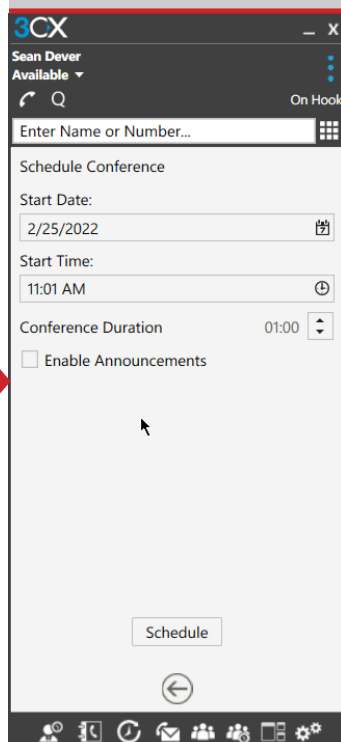

After selecting the schedule conference button you will be presented with this screen

You can fill in the **subject** of the email as well as some notes. Finally, you can select your email or calendar app that you would like to use. Next, you can either choose to start the conference now or schedule the conference.

If you select "Start Now" you will be redirected to your selected Mail/Calendar application. From your Mail/Calendar application you can add the members you would like to schedule with. Once all the members are added you can **send out the invite** and an email will be sent to each member with instructions to join the call.

If you select "Schedule" you will be presented with this screen:

From here you can set the start date, start time, conference duration, and whether to enable Announcements. Once you have filled each field you can select the "Schedule" button at the bottom of the screen.

After you select **"Schedule"** your mail/calendar application will open with prefilled fields. You can add each member's email address and then send out the invite. Each member will receive an email with instructions on how to join the conference.