

Call Forwarding

Setup call forwarding and call forwarding schedules

Call Forwarding

Call forwarding and advanced call forwarding (also known as find me/follow me) can be setup and administered from the web portal.

1. To change your call forwarding settings:
 - a. Click the **Call Forwarding** tab. You will see the following page:

John Doe | Wed, 05 May 2010 1:22 PM | Home | ? Help | Logout

Voicemail | My Information | **Call Forwarding** | Speed Dial | Call History | Agent Availability | Phonebook | Phones

Call Forwarding

Call Forwarding Schedules

Extension 4676 will ring first for seconds [Add Number](#)

If none of the above answers, the call will be forwarded to your voice mailbox.

Add internal extensions, external numbers or SIP addresses to redirect the call before it is sent to user's Voicemail. Calls are forwarded sequentially - if no response or in parallel - at the same time. If call is forwarded in parallel, all extensions ring and the call is transferred to the one that answers first.

Each extension can individually be enabled or disabled. Only enabled extensions affect the call forwarding behavior. Disabled extensions are saved for future use.

If none of the extensions on the list succeeds, the call is transferred to user's Voicemail. If the user does not have Voicemail permission, the caller hears a busy signal.

2. To set the duration your phone will ring before diverting the caller to voicemail or before following the **If no response** forwarding rules:
 - Modify the time, in seconds, for the setting **Extension XXXX will ring first for**.
 - The default setting is 20 seconds.
3. To add a forwarding number:
 - a. Click **Add Number**.
 - b. Choose the type of forwarding you want by selecting either "If no response" or "At the same time".
 - c. Fill in the **forward to** field with the number you wish to forward your calls to.



If you wish to forward your calls to an outside number, you must put a 9 in front of the seven digit telephone number such as: **9 5551212**.

If the number where you have forwarded the call has voicemail or an answering machine, you must set the "ring for" value to less than the amount of time it takes for the remote voicemail or answering machine to answer (if you wish for the VoIP phone system to send the call to your voicemail). For most cell phones a value of 17 or 18 seconds is adequate.

- d. You should see a page similar to this:

John Doe | Wed, 05 May 2010 1:38 PM | Home | ? Help | Logout

Voicemail | My Information | **Call Forwarding** | Speed Dial | Call History | Agent Availability | Phonebook | Phones

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Extension 4676 will ring first for seconds [Add Number](#)

forward to ring for seconds. [Delete](#)

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- e. Click **Apply** to save your changes.

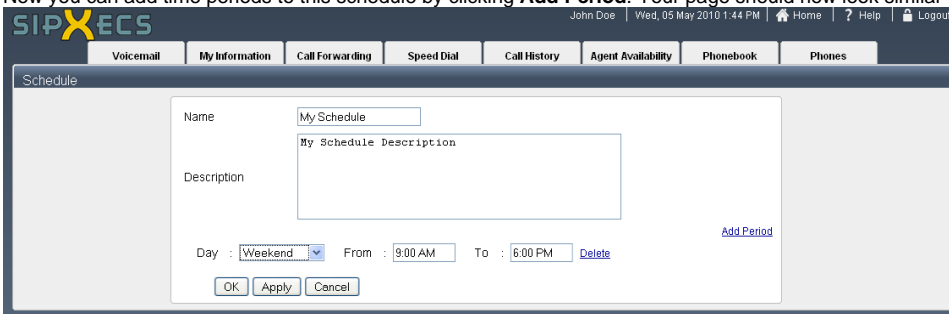
Call Forwarding Schedules

Call forwarding schedules allow you to create call forwarding rules that activate at specified times. For example, if you wish for calls to your extension to be directed elsewhere after hours, you can set a schedule to activate call forwarding rules from 5:00 PM to 7:55 AM.

1. To setup scheduling for your call forwarding rules:
 - a. Click the **Call Forwarding** tab.
 - b. Click the **Schedules** link. You will see any call schedules that have already been defined (if any):



2. To add a new schedule:
 - a. Click the **Add Schedule** link.
3. Enter a name for this schedule in the **Name** field.
 - a. If desired, enter a description for this schedule in the **Description** field.
 - b. Now you can add time periods to this schedule by clicking **Add Period**. Your page should now look similar to this:



- c. Change the **Day**, **From**, and **To** fields to meet your scheduling needs.
- d. If you need to specify another period, simply click **Add Period** to add another time period to the schedule.
- e. When you have customized the periods to your preference, click OK. This will direct you to the **Call Forwarding Schedules** page.
- f. You now need to apply your newly created schedule to your call forwarding rules.
 - i. Click the **Call Forwarding** link on the left side of the page to return to the call forwarding numbers page.
 - ii. For the numbers you wish to follow your newly created schedule, click the drop down menu **Always** and select your preferred schedule:

