Call Forwarding
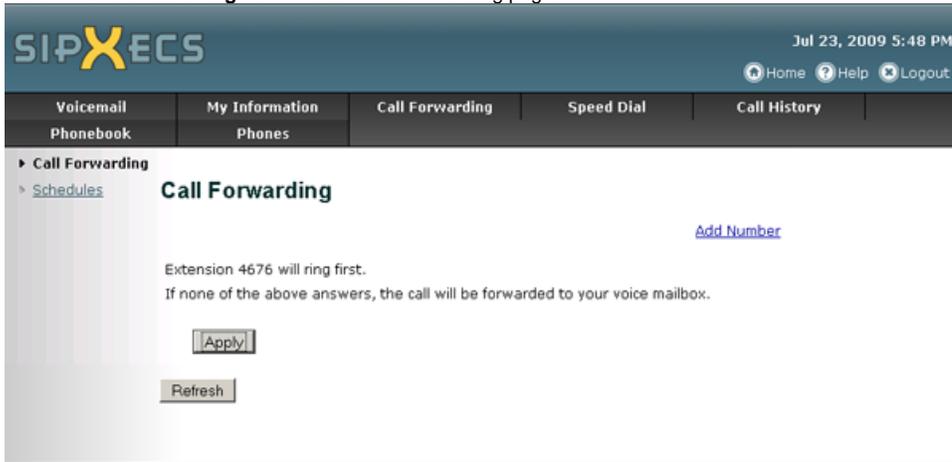
Setup call forwarding and call forwarding schedules:

- ~dead_again:Call Forwarding
- ~dead_again: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:
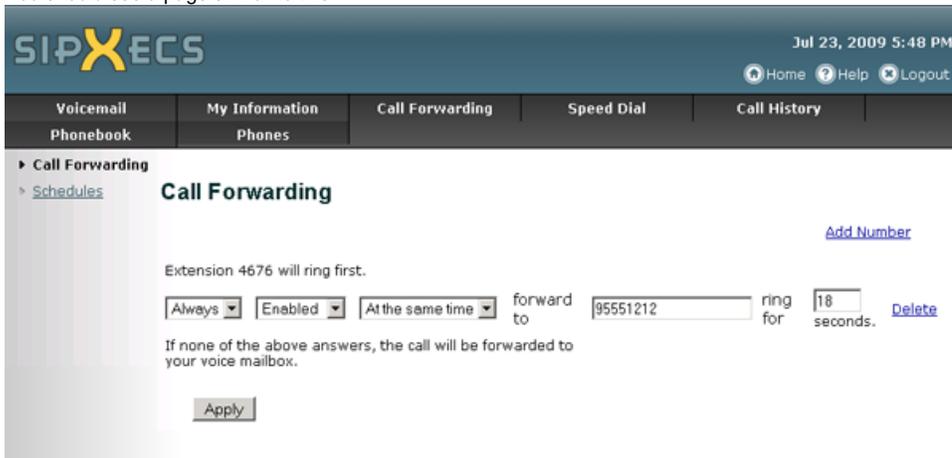   a. Click the **Call Forwarding** tab. You will see the following page:

2. 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 the number where you have forwarded the call is an external number and 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 18 seconds is adequate.

   d. You should see a page similar to this:

   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):
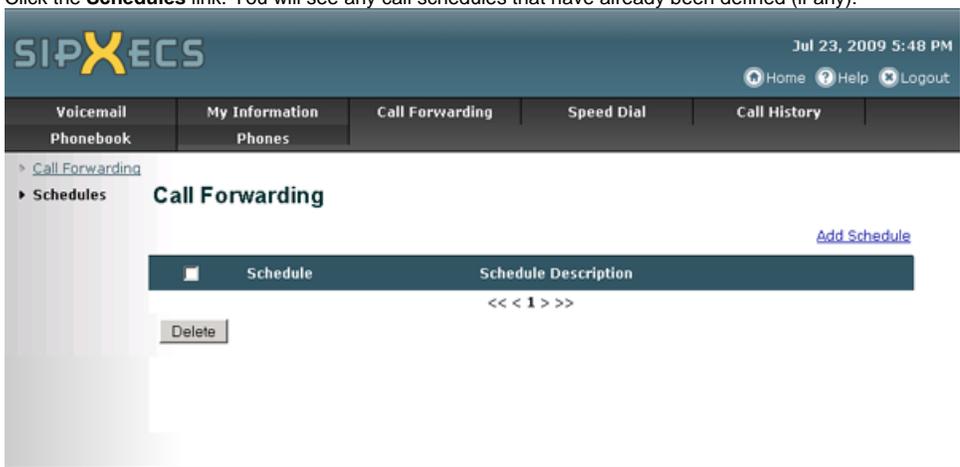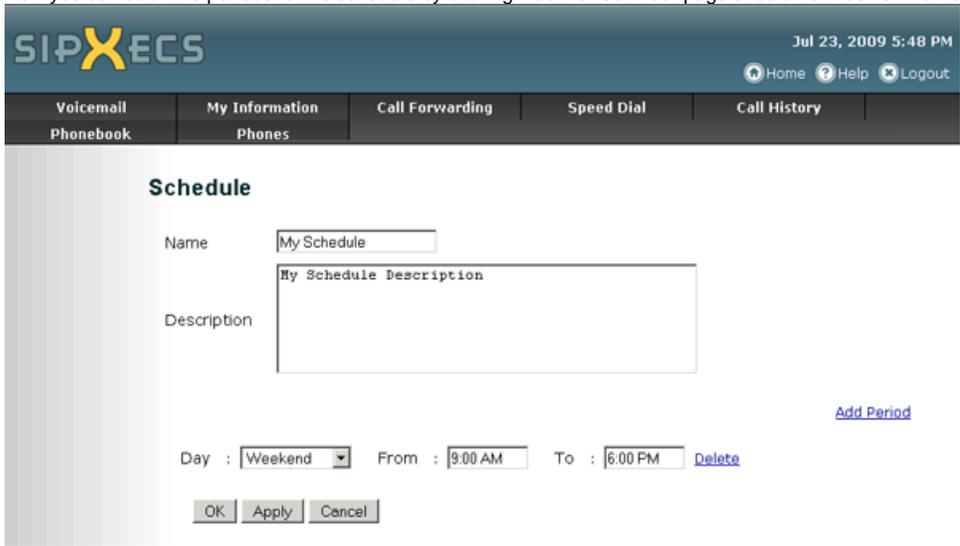

2. To add a new schedule:
   a. Click the **Add Schedule** link.
3. Enter a name for this schedule in the **Name** field.
   a. If desired, enter a description for this schedule in the **Description** field.
   b. Now you can add time periods to this schedule by clicking **Add Period**. Your page should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