

Call Forwarding

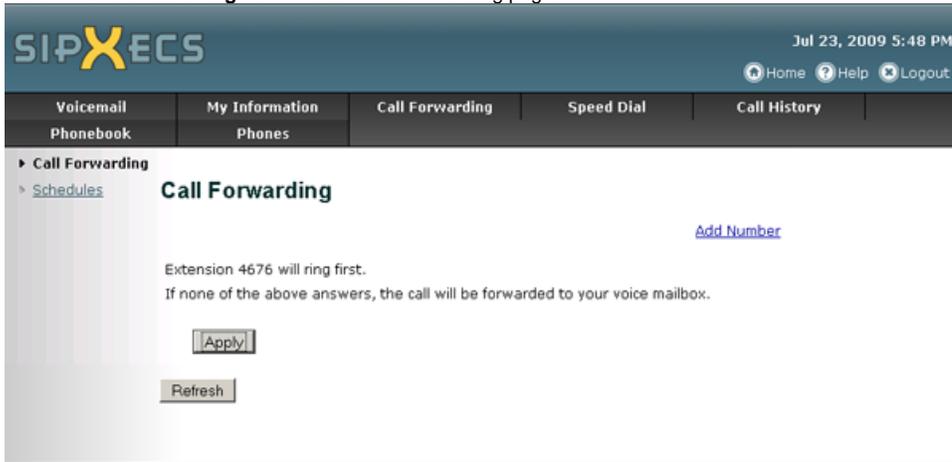
Setup call forwarding and call forwarding schedules:

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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:

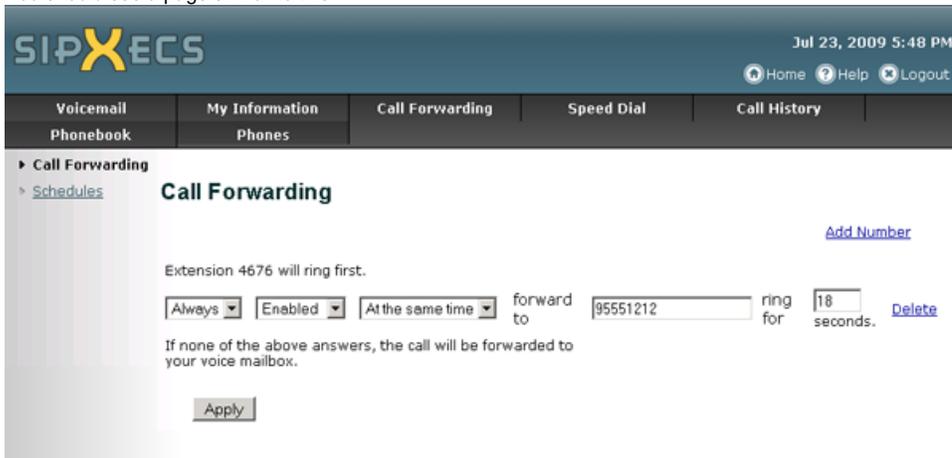


The screenshot shows the SIPX ECS web portal interface. At the top, there is a navigation bar with the SIPX ECS logo, the date and time (Jul 23, 2009 5:48 PM), and links for Home, Help, and Logout. Below the navigation bar is a menu with tabs for Voicemail, My Information, Call Forwarding, Speed Dial, and Call History. The Call Forwarding tab is selected. The main content area shows the Call Forwarding settings for extension 4676. It includes a link to Add Number, a status indicator (Extension 4676 will ring first), and a note that if none of the above answers, the call will be forwarded to the user's voice mailbox. There are buttons for Apply and Refresh.

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:



The screenshot shows the SIPX ECS web portal interface, similar to the previous one, but with advanced settings visible. The Call Forwarding tab is selected. The main content area shows the Call Forwarding settings for extension 4676. It includes a link to Add Number, a status indicator (Extension 4676 will ring first), and a note that if none of the above answers, the call will be forwarded to the user's voice mailbox. There are buttons for Apply and Refresh. The advanced settings are visible, including a dropdown menu for "Always", a dropdown menu for "Enabled", a dropdown menu for "At the same time", a text input field for "forward to" containing "9551212", a dropdown menu for "ring for" containing "18", and a "Delete" button.

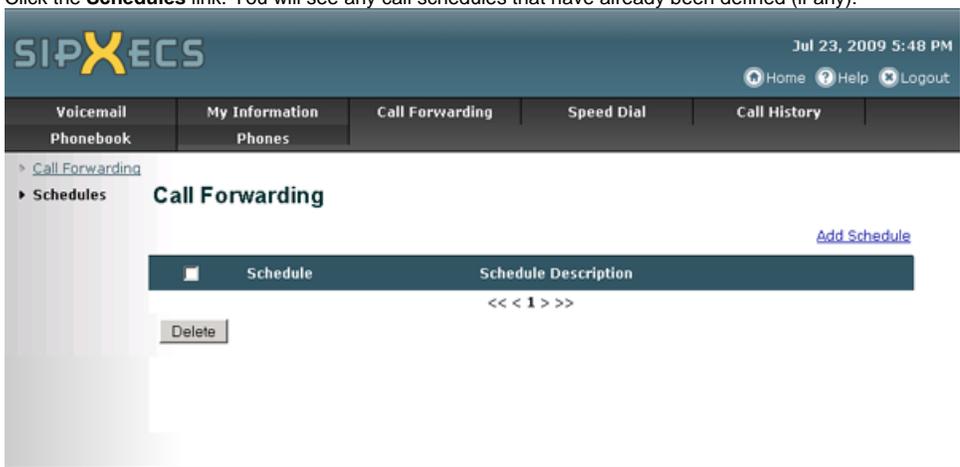
- e. Click **Apply** to save your changes.

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):



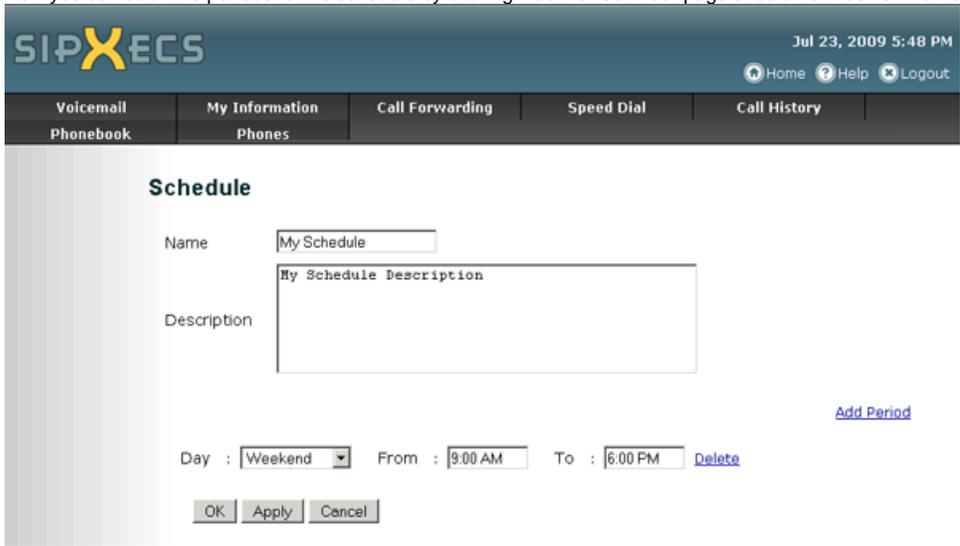
2. To add a new schedule:

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:

