VoiceManager

Setting Up...

Call Forwarding

Feature Description

Call Forwarding feature options define how calls are managed in different situations and are available based on the type of VoiceManager service package purchased. They may also be included with IP Centrex, PRI, and SIP Mobility services. Options appear in the settings pages.

Solution

Call Forwarding is an important feature that can be used for disaster recovery and business continuity. Empower employees with advanced call forwarding capabilities, ensuring they can always be reached.

Setup

 1. Log in to VoiceMana MyAccount. 2. Click the VoiceMana Support Call Forwarding allows you to forward a call to another phone number when the incoming call matches certain conditions. You can edit which phone numbers will trigger Call forwarding by managing the Call Forwarding rules for your incoming calls. You can also forward specific calls to a different phone number using your Call Forwarding Selective rules. Call Forwarding Rules Listing 4 Call Forwarding rules On Description Calls From Forward To Options/Manage Mways Any Phone Number 770-222-1212 Ring Reminder (Off) Busy Any Phone Number Any Phone Number Not Reachable Any Phone Number Call Forwarding Selective Ring Reminder (Off) Call Forwarding Selective Ring Reminder (Off) Click the On checkber the left of Always. 	ager a ger ∌ft gs tab.
Call Settings Call Forwarding Image: Call forwarding allows you to forward a call to another phone number when the incoming call matches certain conditions. You can edit which phone numbers will trigger Call forwarding by managing the Call Forwarding rules for your incoming calls. You can also forward specific calls to a different phone number using your Call Forwarding Selective rules. Call Forwarding Rules Listing 4 Call Forwarding rules On Description Calls From Park Always Any Phone Number Busy Any Phone Number Not Reachable Any Phone Number Call Forwarding Selective Any Phone Number Call Forwarding Selective Any Phone Number Call Forwarding Selective Ring Reminder (Off) Call Forwarding Selective Any Phone Number Call Forwarding Selective Ring Reminder (Off)	ager ∍ft gs tab.
 Call Forwarding IoX Call forwarding allows you to forward a call to another phone number when the incoming call matches certain conditions. You can edit which phone numbers will trigger Call forwarding by managing the Call Forwarding rules for your incoming calls. You can also forward specific calls to a different phone number using your Call Forwarding Selective rules. Call Forwarding Rules Listing 4 Call Forwarding rules On Description Calls From Forward To Options/Manage Ways @ Any Phone Number Not Answer @ Any Phone Number Not Reachable @ Any Phone Number Call Forwarding Selective @ 	ager ∍ft gs tab.
Call forwarding allows you to forward a call to another phone number when the incoming call matches certain conditions. You can edit which phone numbers will trigger Call forwarding by managing the Call Forwarding rules for your incoming calls. You can also forward specific calls to a different phone number using your Call Forwarding Selective rules. Call Forwarding Rules Listing 4 Call Forwarding rules On Description Calls From Part Calls From Any Phone Number Not Reachable @ Any Phone Number Call Forwarding Selective @ Call Forwarding Selective @ Call Forwarding Selective @ Call Forwarding Selective @ Call Forward Selective % Call Forward Sele	eft gs tab.
You can edit which phone numbers will trigger Call forwarding by managing the Call Forwarding rules for your incoming calls. You can also forward specific calls to a different phone number using your Call Forwarding Selective rules. 3. Click the Call Settime Call Forwarding Rules Issting 4 Call Forwarding rules 4. Under the Call Forwarding link. On Description Calls From Options/Manage Forwarding link. Issting 4 Call Forwarding rules Any Phone Number 770-222-1212 Ring Reminder (Off) Busy @ Any Phone Number Rings (4) Incoming call Not Reachable @ Any Phone Number Incoming call Call Forwarding Selective @ Ring Reminder (Off) 1. Click the On checkber	gs tab.
Call Forwarding Rules 3. Click the Call Setting Listing 4 Call Forwarding rules 4. Under the Call Forwards On Description Calls From Forward To Options/Manage Image: Adways Image: Any Phone Number 770-222-1212 Ring Reminder (Off) Click the Call Forwarding link. Image: Busy Image: Any Phone Number Rings (4) Image: Click the On checkbox of the Image: Click the On checkbox of the Image: Click the On checkbox of the Ieft of Always. Image: Call Forwarding Selective Image: Click the On checkbox of the Ieft of Always.	gs tab.
Call Forwarding Kiles 4. Onder the Call Forward Section, click the Call Forward	
On Description Calls From Forward To Options/Manage Image: Always Image: Any Phone Number 770-222-1212 Ring Reminder (Off) Forward ing link. Image: Busy Image: Any Phone Number Rings (4) Image: Click the On checkbox the left of Always. Image: Not Reachable Image: Call Forwarding Selective Image: Call Forwarding Selective Image: Call Forward Selective Image: Call For	arding
Image: Always Any Phone Number 770-222-1212 Ring Reminder (Off) Click the Always checkle forward all incoming call incomi	.11
Busy @ Any Phone Number Click the Always checkle forward all incoming call incoming call incoming call different phone number Not Reachable @ Any Phone Number Incoming call different phone number Call Forwarding Selective @ Ring Reminder (Off) Incoming call different phone number	
Image: Start of the start	ox to
Not Reachable @ Any Phone Number Call Forwarding Selective @ Ring Reminder (Off)	lls to a r
Call Forwarding Selective 🔮 Any Phone Number III 1. Click the On checkbook the left of Always.	
Call Forwarding Selective 🚱 Ring Reminder (Off) 📰	ox to
Add Call Forwarding Selective Rule	olumn,
Cancel Save number to which co	lle
	d d
3. From the Options /	wanage
down monuto space	ify if a
Ring Reminder will	ny na Srwill
not send an alert of	2n vili
incoming forwarded	
4 Click the Save butto	n
Click the Burn checkho	v +0
forward all incoming ca	K 10
different phone numbe	r when
vour primary phone is b	USV.
1 Click the On sheekh	ox to
the left of Busy .	
2 In the Eenward Te c	olumn
2. If the Folward TO C	orunni,
number to which ca	1



VoiceManager

Setting Up...

Call Forwarding

	s will trigger Call forwarding by mana rent phone number using your Call I	iging the Call Forwarding rules Forwarding Selective rules.	for your incoming calls. You can	t
all Forwarding Rules	;			U
ting 4 Call Forwarding rules				
On Description	Calls From	Forward To	Options/Manage	- ⁻ 1
Always 🕜	Any Phone Number	770-222-1212	Ring Reminder (Off)	111 -
🗏 Busy 😮	Any Phone Number			_ [_]
No Answer 🕜	Any Phone Number		Rings (4)	
Not Reachable 😮	Any Phone Number			
Call Forwarding Selective	0		Ring Reminder (Off)	3
Add Call Forwarding Sele	ective Rule			
			Cancel Save	
				4
				C
				С
				С
				1
				2
				3
				C
				6
				() 5 0
				() 5 5
Call Settings				C S S P
Call Settings	ding 🚥			() 5 5 1 1
Call Settings Call Forward	ting on	and a phone number to forwa	rd your calls. Select which phone	() 5 5 7 1
Call Settings Call Forward ate a new Call Forwarding Sel bers and schedules will trigge	Sing () ctive rule by providing a description r this Call Forwarding Selective rule	and a phone number to forwa	rd your calls. Select which phone	() 5 5 7 1
Call Settings Call Forward ate a new Call Forwarding Sel nbers and schedules will trigge Required	ting on ective rule by providing a description r this Call Forwarding Selective rule	and a phone number to forwa	rd your calls. Select which phone	() 5 1 2
Call Settings Call Forward ate a new Call Forwarding Sel- bers and schedules will trigge Required Il Forwarding Select	Sing (1) ective rule by providing a description r this Call Forwarding Selective rule tive Rule	and a phone number to forwa	rd your calls. Select which phone	() 5 1 2
Call Settings Call Forward ate a new Call Forwarding Sel hbers and schedules will trigge Required II Forwarding Select	ting on edive rule by providing a description r this Call Forwarding Selective rule tive Rule	and a phone number to forwa	rd your calls. Select which phone	() 5 1 2
Call Settings Call Forwarding Sel ate a new Call Forwarding Sel hobers and schedules will trigge Required Il Forwarding Select Description	ting I a description of the second se	and a phone number to forwa	rd your calls. Select which phone	(5 5 7 1 1 2
Call Settings Call Forwarding Sel ate a new Call Forwarding Sel bers and schedules will trigge Required All Forwarding Select Description When Receiving Calls From:	ting I a description of the second se	and a phone number to forwa	rd your calls. Select which phone	2 2
Call Settings Call Forwarding Sel- bers and schedules will trigge Required II Forwarding Select Description When Receiving Calls From:	ting on ective rule by providing a description r this Call Forwarding Selective rule tive Rule	and a phone number to forwa	rd your calls. Select which phone	2 3 2 3
Call Settings Call Forwarding Seli bers and schedules will trigge Required II Forwarding Select Description When Receiving Calls From:	ting I I I I I I I I I I I I I I I I I I I	and a phone number to forwa . Do Not Forward 📀	rd your calls. Select which phone	2 5 7 1 2 3
Call Settings Call Forwarding Sel abers and schedules will trigge Required All Forwarding Select Description When Receiving Calls From: Forward to:	ting I I I I I I I I I I I I I I I I I I I	and a phone number to forwa Do Not Forward 2	rd your calls. Select which phone	

should be forwarded.

B. Click the **Save** button.

Click the **No Answer** checkbox to forward calls when unavailable to answer thephone.

- 1. Click the **On** checkbox to the left of **No Answer**.
- 2. In the **Forward To** column, enter the telephone number to which calls should be forwarded.
- 3. From the **Options / Manage** column, click the dropdown menu to specify the number of **Rings** that should occur before calls are forwarded.
- I. Click the **Save** button.

Click the **Not Reachable** checkbox to forward incoming calls when not accessible.

- 1. Click the **On** checkbox to the left of **Not Reachable**.
- 2. In the **Forward To** column, enter the telephone number to which calls should be forwarded.
- 3. Click Save.

Click the Call Forwarding Selective checkbox to forward specified calls to a different phone number.

- 1. Click the **On** checkbox to the left of **Call Forwarding Selective**.
- 2. Click the **Ring Reminder** drop-down menu and select **Ring Reminder Off** or **Ring Reminder On**.
- Click the Add Call Forwarding Selective Rule link.
- 4. Enter an explanation for the rule in the **Description** field.
- 5. Click the **When Receiving Calls From** drop-down



VoiceManager

Setting Up...

Call Forwarding

	menu to select the type of phone number to which to apply the rule.
6.	Enter the phone number to which calls should be forwarded in the Forward to field, or Click the Do Not Forward checkbox
7.	Click the During Regular Schedule and During Holiday Schedule drop- down menus to select when to apply the rule.
8.	To create additional schedules, click the Add a Regular Schedule and Add a Holiday Schedule links.
Cro Fo Re are Sci ho sch	eate separate Call rwarding Rules if both a gular and Holiday Schedule e desired. See Setting Up hedules for instructions on w to create and edit a hedule.
1.	Click the Save and Return button.
2.	To make changes to an existing Call Forwarding Selective Rule , click the checkbox next to the named rule.
3.	Click either the Edit or Delete link to make changes to or remove an existing rule.
4.	Click the Save and Return button.
	 6. 7. 8. <i>Cr. Fo</i> <i>Re</i> <i>are</i> <i>Scc</i> <i>ho</i> <i>scl</i> 1. 2. 3. 4.

