

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

Turn On Call Forwarding

Call Settings
Call Forwarding ON

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 |
|-------------------------------------|-----------------------------|------------------|--------------|-----------------------|
| <input checked="" type="checkbox"/> | Always ? | Any Phone Number | 770-222-1212 | Ring Reminder (Off) ▼ |
| <input type="checkbox"/> | Busy ? | Any Phone Number | | |
| <input type="checkbox"/> | No Answer ? | Any Phone Number | | Rings (4) ▼ |
| <input type="checkbox"/> | Not Reachable ? | Any Phone Number | | |
| <input type="checkbox"/> | Call Forwarding Selective ? | | | Ring Reminder (Off) ▼ |

[Add Call Forwarding Selective Rule](#)

Cancel Save

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Call Settings** tab.
4. Under the **Call Forwarding** section, click the **Call Forwarding** link.

*Click the **Always** checkbox to forward all incoming calls to a different phone number.*

1. Click the **On** checkbox to the left of **Always**.
2. In the **Forward To** column, enter the telephone number to which calls should be forwarded.
3. From the **Options / Manage** column, click the drop-down menu to specify if a **Ring Reminder** will or will not send an alert of an incoming forwarded call.
4. Click the **Save** button.

*Click the **Busy** checkbox to forward all incoming calls to a different phone number when your primary phone is busy.*

1. Click the **On** checkbox to the left of **Busy**.
2. In the **Forward To** column, enter the telephone number to which calls



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| <input type="checkbox"/> | Call Forwarding Selective ? | | | Ring Reminder (Off) ▾ |

[Add Call Forwarding Selective Rule](#)

[Cancel](#) [Save](#)

should be forwarded.

3. Click the **Save** button.

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

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 drop-down menu to specify the number of **Rings** that should occur before calls are forwarded.

4. 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**.

3. 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



Call Settings

Call Forwarding ON

Create a new Call Forwarding Selective rule by providing a description and a phone number to forward your calls. Select which phone numbers and schedules will trigger this Call Forwarding Selective rule.

* = Required

Call Forwarding Selective Rule

* **Description**

When Receiving Calls From: ▾

* **Forward to:** ☐ Do Not Forward ?

During Regular Schedule ▾ [Add a Regular Schedule](#)

During Holiday Schedule ▾ [Add a Holiday schedule](#)

[Cancel](#) [Save and Return](#)

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.

*Create separate **Call Forwarding Rules** if both a **Regular** and **Holiday Schedule** are desired. See **Setting Up Schedules** for instructions on how to create and edit a schedule.*

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.