

Call Forwarding

Call forwarding from your phone

Call forwarding from your phone is simple. The only drawback by doing it this way is that all incoming calls will be forwarded to the assigned number.

To activate and deactivate call forward from your phone you would have to dial the following codes:

Activate Call Forward: Dial * 71 and the number you want your calls to be forwarded too. Exp: * 71 9176317556

Now all your incoming calls are forwarded to 9176317556.

Deactivate Call Forward: Dial *72

Call Forward in now disable.

Call forwarding from your Online Portal

Call forwarding from the Online portal gives you different options on treating your incoming calls. These options forward all incoming calls based on custom sets of rules. For example, calls can be forwarded to other extensions or voicemail unconditionally or depending whether your line is busy, nobody answers or is unavailable.

Play Call forwarding Message: Notify users their calls is being forwarded.

Example: If a call is being forwarded to a cellphone, callers should be notified about it. When this option is enabled, caller would hear 'Please wait, your call is being forwarded.'

Unconditional: Forward all incoming calls.

Example: With this option enabled, all incoming calls will be redirected to the number set in the field.

Busy: Forward incoming calls if the extension is busy.

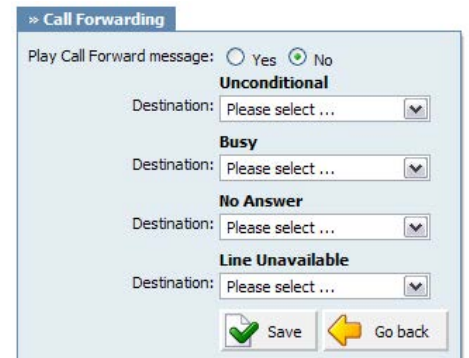
Example: With this option enabled, all callers trying to reach this extension when the same is busy will be forwarded to the number set in the field.

No Answer: Forward all calls if nobody answers.

Example: With this option enabled, if nobody answers the incoming call the same is forwarded to the number set in the field.

Line Unavailable: Forward all incoming calls when the line is unavailable

Example: With this option enabled and if this extension is unavailable (**not registered with the phone server**) all call will be forwarded to the number set in the field.



The screenshot shows a web interface titled "» Call Forwarding". It features a "Play Call Forward message:" section with radio buttons for "Yes" and "No", where "No" is selected. Below this are four sections for different forwarding conditions: "Unconditional", "Busy", "No Answer", and "Line Unavailable". Each section has a "Destination:" label followed by a dropdown menu that currently displays "Please select ...". At the bottom right of the form are two buttons: a green checkmark icon labeled "Save" and a yellow arrow icon labeled "Go back".

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