

## ◆ CALL FORWARDING INSTRUCTIONS ◆

## Standard Forwarding

With this feature activated, all calls will forward to the respective number.

### How to Activate:

1. In your online portal, go to the **Call Settings** tab, select **Call Routing** and choose **Standard Forwarding**.
2. Enter the number you wish to forward your calls to and hit **Save**.

The screenshot displays the 800.com online portal interface for managing call forwarding. The top navigation bar includes the 800.com logo, contact numbers (1-800-800-4321 Toll-Free and 1-954-828-0000 International), and a Log-Out option. The account number is 800-344-8806. The main content area is titled 'Call Forwarding' and 'Manage your forwarding options'. A navigation menu shows 'Call Settings' as the active tab, with sub-tabs for 'Call Routing', 'Voicemail Options', and 'Call Blocking'. The 'Call Routing' section is active, showing a table of forwarding types. The 'Standard Forwarding' type is selected, and a configuration dialog box is open. The dialog box contains the following information:

- Standard Forwarding Configuration**
- Direct All Incoming Calls To: 8005551212 (with a contact list icon and '(Select from Contacts)')
- Enable 800.com Voicemail - Check this box if you want calls to go to your 800.com voicemail if the number entered above is not answered.
- Save My Settings >**

A note at the bottom of the dialog box states: **Note:** Enter a Phone Number into "Direct Incoming Calls" input box (Phone Number can also be selected from "Contact List" icon).

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## Simultaneous Forwarding

With this feature activated, incoming calls are directed to multiple destinations at the same time.

### How to Activate:

1. In your online portal, go to the **Call Settings** tab, select **Call Routing** and choose **Simultaneous Ringing**.
2. Click on “**Add to List**” to add the entered phone numbers in the “**Forward to Number**” list.
3. Repeat the above steps to add multiple phone numbers (minimum of 2 phone numbers are required)
4. Once completed, hit **Save**.

The screenshot displays the 800.com user interface for managing call forwarding. At the top, the 800.com logo and contact information are visible. The main navigation bar includes 'Dashboard', 'Call Settings', 'Voicemail', 'Faxing', 'Reports', 'Contacts', 'Billing', and 'Profile'. The 'Call Settings' section is active, with sub-tabs for 'Call Routing', 'Voicemail Options', and 'Call Blocking'. The 'Call Routing' section is titled 'Set the Call Routing/Forwarding Type for 800-344-8806'. It offers two options: 'Standard Forwarding' and 'Simultaneous Ringing'. The 'Simultaneous Ringing' option is selected, and its description states: 'Incoming calls are directed to multiple destination phone numbers at the same time.' A 'Simultaneous Ringing Configuration' dialog box is open, showing a 'Forward To Number List' with a text input field and an 'Add To List' button. There is also a checkbox for 'Enable 800.com Voicemail' and a 'Save My Settings' button.

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## Sequential Forwarding

With this feature activated, you are able to forward your number to multiple numbers one at a time, and in a specified order. For example, if one number doesn't answer, the call will automatically forward to the next number.

### How to Activate:

1. In your online portal, go to the **Call Settings** tab, select **Call Routing** and choose **Sequential Ringing**
2. Enter your additional number into the Direct Incoming Calls To field under your list of numbers, and specify how long each phone should ring before forwarding to the next number.
3. Click Add to List when finished
4. If you'd like to re-order your list, simply drag and drop the numbers.

The screenshot displays the 800.com online portal interface. At the top, the 800.com logo and contact information are visible. The main navigation bar includes 'Call Forwarding' and 'Manage your forwarding options.' Below this, a dashboard shows various settings tabs: 'Call Routing', 'Voicemail Options', 'Call Blocking', 'Settings', and 'VM Options'. The 'Call Routing' tab is active, showing options for 'Standard Forwarding', 'Simultaneous Ringing', and 'Sequential Ringing'. The 'Sequential Ringing' option is selected. A 'Sequential Ringing Configuration' dialog box is open, showing a 'Forward To Number List' with a 'Direct Incoming Calls To:' field and an 'Add To List' button. There is also a checkbox for 'Enable 800.com Voicemail' and a 'Save My Settings' button.



800.com

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For questions regarding call forwarding,  
visit [www.specialtyanswering.com](http://www.specialtyanswering.com),  
or call us at 1-866-688-8912