

## ◆ CALL FORWARDING INSTRUCTIONS ◆

### Redirecting Calls through Call Forwarding

Call-forwarding features enable you to specify rules for handling calls that are routed to your telephone directly or through the Auto Attendant feature. You can forward calls to:

- the Voicemail Application on your telephone
- an extension number listed in the Corporate directory or your Personal directory
- the telephone number that you specify (for example, an outside line)

*Note: If your network has a G10 PSTN gateway and you forward an incoming outside call to a PSTN number, the call will consume two FXO lines (one incoming, and one outgoing) on the G10 PSTN gateway while the call is active.*

Initially, unanswered calls are forwarded to the Voicemail Application on your telephone after three rings. You can increase the number of rings if you would like to have more time to answer the telephone before an unanswered call is forwarded. If required, you can choose to forward all calls instead of unanswered calls only.

*Tip: If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to set call forwarding options. For more information about the web-based options, see [Modifying Call-Forwarding Option Settings](#) on page 86.*

*Note: If you have a 4621SW IP telephone, you can select the CFwd softkey instead of performing Steps 1 and 2 of the procedures in this section.*

### To forward all calls to a directory number

1. Access the User Options menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select Call Forward on the User Options menu, or press 2 on the dialpad.
3. Select All Calls on the Call Forwarding menu, or press 1 on the dialpad.
4. Select the Chg softkey.
5. Select Directory # on the Fwd All Calls To menu, or press 2 on the dialpad.

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### To forward all calls to a directory number cont'd.

6. If you want to switch to your Personal directory, select the MyDir softkey.
7. Select the Line/Function ( ) button beside the number to which calls will be forwarded.
8. Select the Save softkey.
9. Select the Exit softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

### To forward all calls to the number you specify

1. Access the User Options menu as described in Displaying the User Options Menu on page 62.
2. Select Call Forward on the User Options menu, or press 2 on the dialpad.
3. Select All Calls on the Call Forwarding menu, or press 1 on the dialpad.
4. Select the Chg softkey.
5. Select Dialed # on the Fwd All Calls To menu, or dial 3 on the dialpad.
6. Using the dialpad, enter the number to which calls will be forwarded. If the call will be forwarded to a FXO line, include the 9 prefix.
7. Select the Next softkey.
8. Select the Save softkey.
9. Select the Exit softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

### To disable the forwarding of all calls

1. Access the User Options menu as described in Displaying the User Options Menu on page 62.
2. Select Call Forward on the User Options menu, or press 2 on the dialpad.
3. Select All Calls on the Call Forwarding menu, or press 1 on the dialpad.
4. Select the Off softkey.
5. Select the Exit softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

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### To redirect unanswered calls to a directory number

1. Access the User Options menu as described in Displaying the User Options Menu on page 62.
2. Select Call Forward on the User Options menu, or press 2 on the dialpad.
3. Select After 3 Rings on the Call Forwarding menu, or press 2 on the dialpad.
4. Select the Chg softkey.
5. Select Directory # on the Fwd After 3 Rings To menu, or dial 2 on the dialpad.
6. If you want to switch to your Personal directory, select the MyDir softkey.
7. Select the Line/Function ( ) button beside the number to which calls will be redirected.
8. Select the Save softkey.
9. Select the Exit softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

### To redirect unanswered calls to the number you dial

1. Access the User Options menu as described in Displaying the User Options Menu on page 62.
2. Select Call Forward on the User Options menu, or press 2 on the dialpad.
3. Select After 3 Rings on the Call Forwarding menu, or press 2 on the dialpad.
4. Select the Chg softkey.
5. Select Dialed # on the Fwd After 3 Rings To menu, or dial 3 on the dialpad.
6. Using the dialpad, enter the number to which calls will be redirected. If the call will be redirected to a FXO line, include the 9 prefix.
7. When you are finished, select the Next softkey.
8. Select the Save softkey.
9. Select the Exit softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

### To change the number of rings before an unanswered call is forwarded

1. Access the User Options menu as described in Displaying the User Options Menu on page 62.
2. Select Call Forward on the User Options menu, or press 2 on the dialpad.

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To change the number of rings before an unanswered call is forwarded cont'd.

3. Select After 3 Rings on the Fwd After 3 Rings To menu, or press 2 on the dialpad.
4. Select the Chg softkey.
5. Select the - or + softkey to decrease or increase the number of rings. The current number of rings is displayed at the top of the display area.
6. Perform one of the following actions:
  - If you want the unanswered call to be redirected to Voicemail, press 1 on the dialpad, and then select the Save softkey.
  - If you want the unanswered call to be redirected to a directory, press 2 on the dialpad and select the Line/Function ( ) button beside the number to which calls will be redirected (or select the MyDir softkey and choose a number from your Personal directory), and then select the Save softkey.
  - If you want the unanswered call to be redirected to the number you specify, press 3 on the dialpad, enter the number, and then select the Next softkey followed by the Save softkey.
7. Select the Exit softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

To disable call forwarding

1. Access the User Options menu as described in Displaying the User Options Menu on page 62.
2. Select Call Forward on the User Options menu, or press 2 on the dialpad.
3. Select After 3 Rings on the Call Forwarding menu, or press 2 on the dialpad.
4. Select the Off softkey.
5. Select the Exit softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

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