

## ◆ CALL FORWARDING INSTRUCTIONS ◆

To forward your calls, go to the **My Numbers** tab in the upper right-hand corner of your online Avoxi portal.

The screenshot shows the Avoxi CORE online portal. The top navigation bar includes icons for Home, Phone, Call Forwarding, My Numbers, Account, and Reports. The 'My Numbers' tab is selected. The main content area is divided into two sections: 'Account Information' and 'Recent Calls'.

**Account Information:**

- Customer ID: D10003
- Balance: 198.68710
- Credit Limit: 500.00000
- Due Date: 2016-10-31 (Unpaid)
- Last Payment: 0.250
- Received: 2016-07-13 05:41:35

**Recent Calls:**

Date/Time	Caller ID (From)	Caller ID (To)	Duration	Cost	Download
2016-10-04 18:00:47	16784575803	18662260645	00:12	0.003	<a href="#">Download</a>
2016-10-04 18:00:47	16784575803	18662260645	00:12	0.000	<a href="#">Download</a>
2016-10-04 18:00:29	16784575803	18662260645	00:12	0.003	<a href="#">Download</a>
2016-10-04 18:00:29	16784575803	18662260645	00:12	0.000	<a href="#">Download</a>
2016-10-04 17:59:46	16784575803	18662260645	00:24	0.006	<a href="#">Download</a>
2016-10-04 17:59:46	16784575803	16784575803	00:24	0.006	<a href="#">Download</a>
2016-10-04 05:22:09	390852744862	7118024	01:00	0.039	<a href="#">Download</a>
2016-10-04 05:21:37	390852744862	7118024	01:00	0.039	<a href="#">Download</a>

Buttons: My Account, MORE VIDEOS, View More Calls, Download.

Next, you'll want to select the phone number you would like to forward.

The screenshot shows the Avoxi CORE online portal with the 'My Numbers' tab selected. The main content area displays a table of phone numbers and their forwarding status.

**My Numbers:**

Number	Assigned Number	Customer Description	Forwarding	Blocked	Last Used
16782029051	France Toll Free	Not here	✓	—	2016-09-19 20:48:46
16782029057	Atlanta, USA	USA DID	—	—	2016-09-13 12:02:48
16782029088	SQ - Atlanta, USA		✓	—	2016-09-13 12:03:10
18662260645	US Toll Free	USA Toll Free	✓	—	2016-10-04 18:00:57
18666615777	SQ - US Toll Free		✓	—	2016-08-31 21:05:29
800789762	France Toll Free	France Toll Free	✓	—	2016-10-04 05:22:27

Buttons: Contact Us, Download.

**Edit Forwarding:** Click on any number to edit forwarding options for that number. For advanced options, route the number to an account to access the advanced forwarding features enabled for that account.

**Add Numbers:** Please contact a member of our sales team to add a new number to your service. Additional charges apply when adding additional numbers. A member of our sales team will contact you to verify changes in your subscription plan before your external numbers are activated.

## ◆ CALL FORWARDING INSTRUCTIONS ◆

Once a phone number has been selected, go to the **Call Forwarding** tab along the top of the screen to configure your forwarding settings.

AVOXI CORE  
cloud pbx phone system

Profile Calls Voicemail **Call Forwarding** Conferencing Virtual Attendant Call Screening

### Call Forwarding

Calls forward: All at once [+ Add Call Forwarding](#)

Destination Number	SIP Address	Protocol	Name
1678566789	None	UDP	Cell 2
16784575803	None	UDP	Cell

Timeout: 25 [+Add Active Times](#) [Always](#)

Calling Party Display: Caller Number and Forwarder Name

Keep CLD: Yes

Enable Rule: Active

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From there, you'll need to enter the phone number that you wish call to ring to in the field labeled **Destination**.

*NOTE: If you are forwarding calls to a SIP address, select the correct address from the dropdown list. You'll also want to leave the protocol set as UDP.*

Next, you'll want to add a name for your forwarding rule and then choose your forwarding preferences (how long you wish the call to ring before forwarding and how you wish your incoming Caller ID to display).

Finally, select the **Save** button to activate call forwarding.

The screenshot displays the AVOXI CORE cloud pbx phone system interface. The top navigation bar includes the AVOXI CORE logo and several icons for home, phone, settings, users, reports, and a menu. The main content area shows two call forwarding rule configurations. Each rule has a 'Destination Number' field, a 'SIP Address' dropdown menu, a 'Protocol' dropdown menu, and a 'Name' text field. The first rule has a destination number of 16784575803, SIP Address set to 'None', Protocol set to 'UDP', and Name set to 'Cell'. The second rule has a destination number of 446756987, SIP Address set to 'None', Protocol set to 'UDP', and Name set to 'office'. Both rules have a 'Timeout' field set to 15 and 35 respectively, and a 'Calling Party Display' dropdown menu set to 'Caller Number and Name' and 'Caller Number and Forwarder Name' respectively. The 'Keep CLD' dropdown menu is set to 'Yes' for both. The 'Enable Rule' dropdown menu is set to 'Active' for both. Each rule configuration has a '+Add Active Times' button and an 'Always' button. A red 'Save' button is located at the bottom right of the interface.

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