

## ◆ CALL FORWARDING INSTRUCTIONS ◆

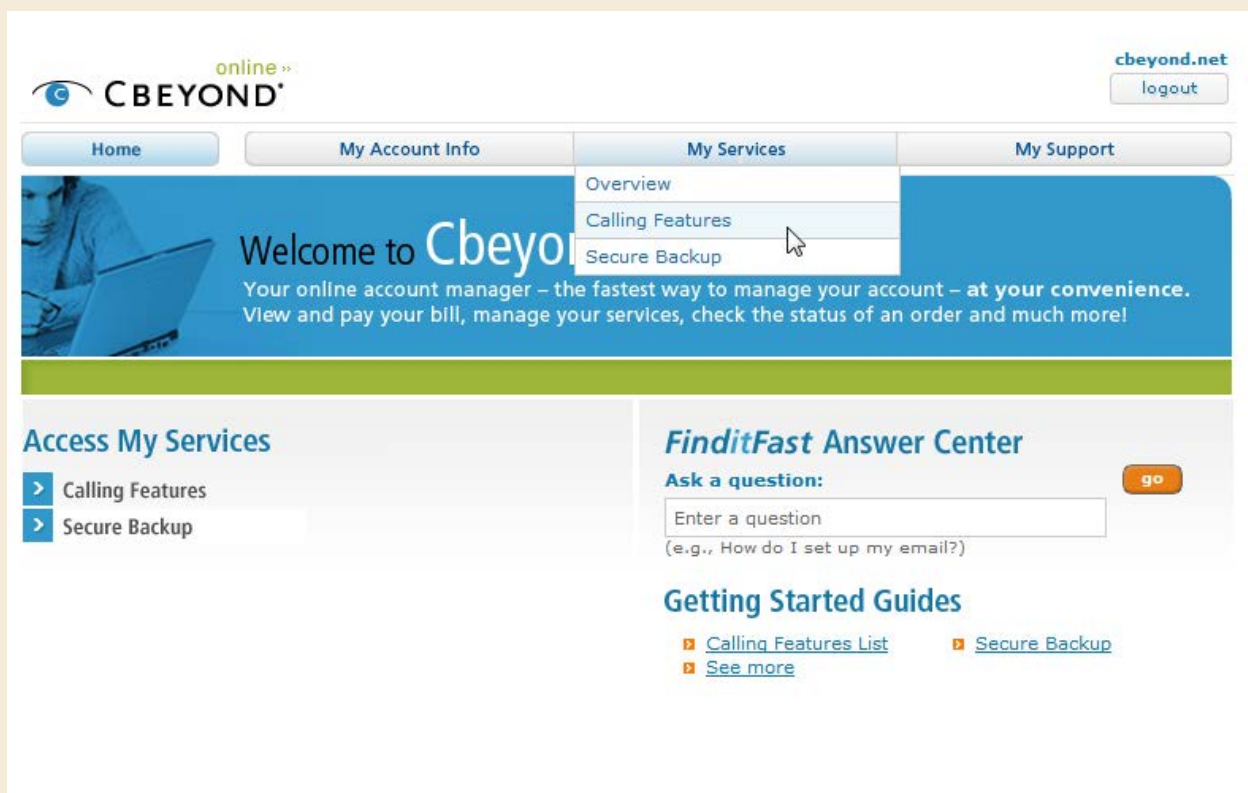
### 3486 - TotalCloud Phone System Call Forwarding Overview and Setup Instructions

Call Forwarding allows you to forward your calls to another number. You can either always forward your calls or only forward them under certain conditions.

To Always Forward your Calls:

Log into CbeyondOnline

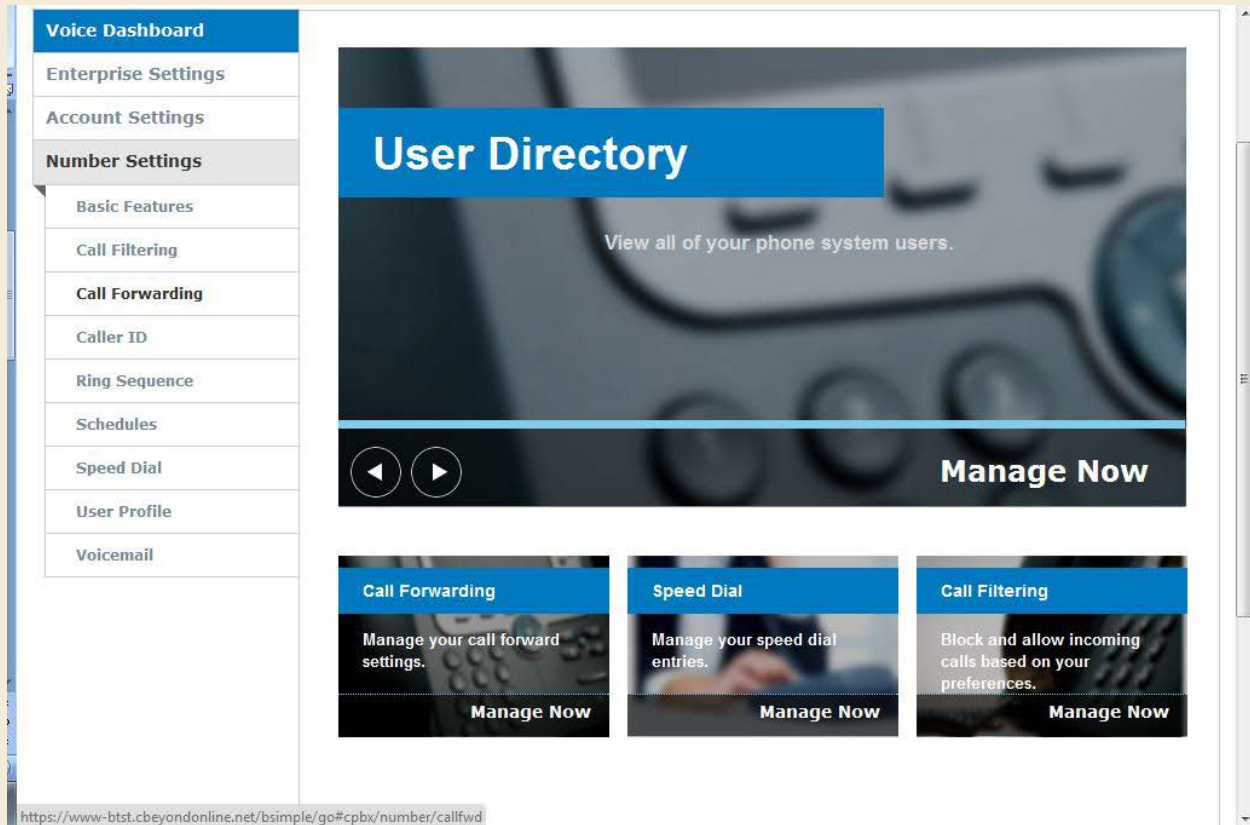
Go to **My Services/Calling Features**.



The screenshot displays the CbeyondOnline account manager interface. At the top, the Cbeyond logo is visible with the text "online" and "cbeyond.net" with a "logout" button. A navigation bar includes "Home", "My Account Info", "My Services", and "My Support". The "My Services" dropdown menu is open, showing "Overview", "Calling Features" (highlighted by a mouse cursor), and "Secure Backup". A blue banner below the navigation bar reads "Welcome to Cbeyond" and describes it as an online account manager. Below the banner, the "Access My Services" section lists "Calling Features" and "Secure Backup". The "FinditFast Answer Center" section features a search box with the placeholder "Enter a question (e.g., How do I set up my email?)" and a "go" button. The "Getting Started Guides" section includes links for "Calling Features List" and "Secure Backup", along with a "See more" link.

Go to **Number Settings** and then **Call Forwarding**

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Select **Always Forward My Calls** and enter the phone number where you want them forwarded.  
Check the box if you want a short ring to be played on your phone when calls are forwarded.

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**Voice Dashboard**

- Enterprise Settings
- Account Settings
- Number Settings**
  - Basic Features
  - Call Filtering
  - Call Forwarding**
  - Caller ID
  - Ring Sequence
  - Schedules
  - Speed Dial
  - User Profile
  - Vicemail

**Your Account**  
159974(Cory's PBX ATL Location 7)

**Your Number**  
1014 | (734) 985-2685 | Alpha12 Test12 | 159974(Cory's PBX ATL Loc... ▼

### Call Forwarding [Help ▼](#)

Call Forwarding allows you to forward your calls. You can use our [Guided Setup Wizard](#) or for more options, switch to the Advanced View.

Never Forward My Calls

**Always Forward My Calls**

Forward to:   
**Phone Number:**

Send a short ring to my phone when calls are forwarded

Forward My Calls Under Certain Conditions

During certain time periods... Forward to: 5555551234. Send a short ring to my phone when calls are forwarded.

Click **Save**

To forward your calls under certain conditions:

Repeat Steps 1-3 from above

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Select Forward My Calls Under Certain Conditions

The screenshot shows the 'Voice Dashboard' with a sidebar menu containing 'Enterprise Settings', 'Account Settings', 'Number Settings', 'Basic Features', 'Call Filtering', 'Call Forwarding', 'Caller ID', 'Ring Sequence', 'Schedules', 'Speed Dial', 'User Profile', and 'Voicemail'. The 'Call Forwarding' section is expanded. At the top, 'Your Account' is 159974(Cory's PBX ATL Location 7) and 'Your Number' is 1014 | (734) 985-2685 | Alpha12 Test12 | 159974(Cory's PBX ATL Loc...). A text box shows 'Forward to: 8766788765. Send a short ring to my phone when calls are forwarded.' The 'Forward My Calls Under Certain Conditions' radio button is selected. Below it are three sections: 1. 'When my line is busy...' with an 'OFF' toggle and a 'Forward to: Phone Number' field containing 'e.g. (404) 555-1234'. 2. 'When there is no answer...' with an 'OFF' toggle and a 'Forward to: Phone Number' field containing 'e.g. (404) 555-1234', plus a field 'If there is no answer in 3 rings:'. 3. 'During certain time periods...' with an 'ON' toggle, a 'Forward to: Phone Number' field containing '(555) 555-1234', a checked checkbox 'Send a short ring to my phone when calls are forwarded', and a radio button 'based on an existing schedule:' with a dropdown menu showing 'Kerry 3'.

Turn on the features that you desire and enter the number that you would like the calls to be forwarded to. You can forward your calls when the line is busy, when there is no answer, and during certain time periods based on a schedule.

If you select that you want your calls to be forwarded during certain time periods you can either choose to have them forwarded based on an existing schedule or on a new schedule that you can create.

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**Voice Dashboard**

**Enterprise Settings**

**Account Settings**

**Number Settings**

Basic Features

Call Filtering

**Call Forwarding**

Caller ID

Ring Sequence

Schedules

Speed Dial

User Profile

Vicemail

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**Your Number**  
1014 | (734) 985-2685 | Alpha12 Test12 | 159974(Cory's PBX ATL Loc... ▼

**ON** During certain time periods...

Forward to:  
Phone Number: (555) 555-1234

Send a short ring to my phone when calls are forwarded

based on an existing schedule: Kerry 3 ▼

based on a new schedule: Enter New Schedule

12a 1 2 3 4 5 6 7 8 9a 10 11 12 1 2 3 4 5p 6 7 8 9 10 11

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12a 1 2 3 4 5 6 7 8 9a 10 11 12 1 2 3 4 5p 6 7 8 9 10 11

Time Block Add Timeblock

Click **Save** once you have finished

To Never Forward your calls

Repeat Steps 1-3 from above

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Select **Never Forward My Calls**

The screenshot shows a web interface for managing call forwarding. At the top, there are navigation tabs: Home, My Account, Services, Billing, and Support. On the left, a sidebar menu includes: Voice Dashboard (highlighted), Enterprise Settings, Account Settings, Number Settings (highlighted), Basic Features, Call Filtering, Call Forwarding (highlighted), Caller ID, Ring Sequence, Schedules, Speed Dial, User Profile, and Voicemail. The main content area is titled 'Call Forwarding' and includes a 'Help' link. Below the title, there is a description: 'Call Forwarding allows you to forward your calls. You can use our [Guided Setup Wizard](#) or for more options, switch to the Advanced View.' Three options are presented as radio buttons: 'Never Forward My Calls' (selected), 'Always Forward My Calls' (with a sub-note: 'Forward to: 8766788765. Send a short ring to my phone when calls are forwarded.'), and 'Forward My Calls Under Certain Conditions' (with a sub-note: 'During certain time periods... Forward to: 5555551234. Send a short ring to my phone when calls are forwarded.').

Click **Save**

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