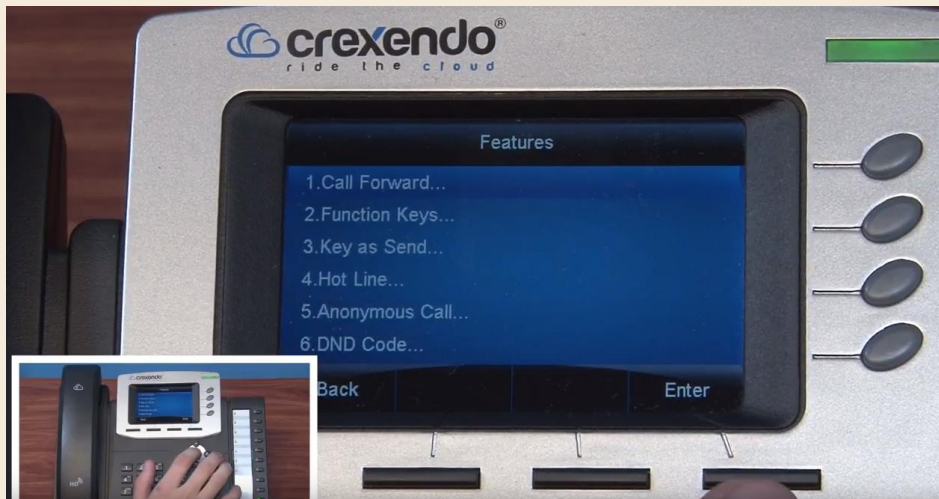


◆ CALL FORWARDING INSTRUCTIONS ◆

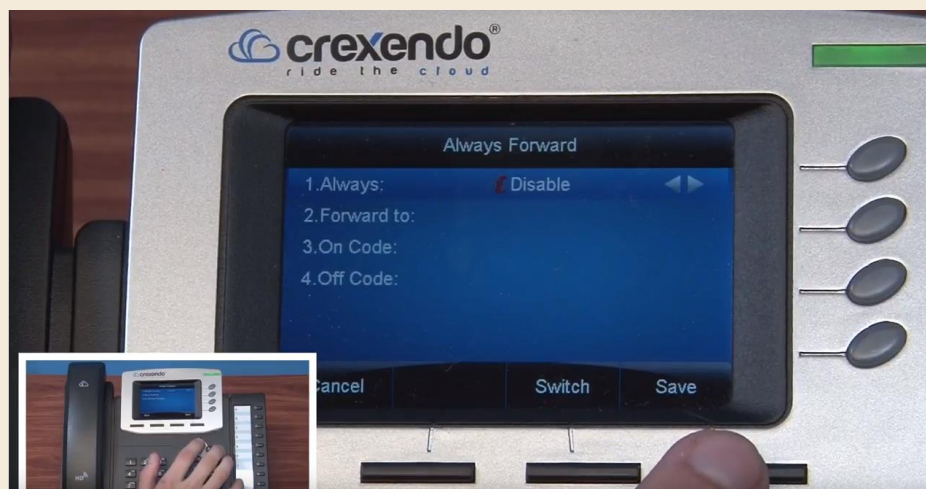
There are two ways to set up call forwarding with Crexendo. The first is through your actual device, and the second is through your online portal.

To forward through your device:

1. First, you'll want to press the menu button and select **Features** using the arrow keys. With **Call Forward** highlighted, press the check mark button.

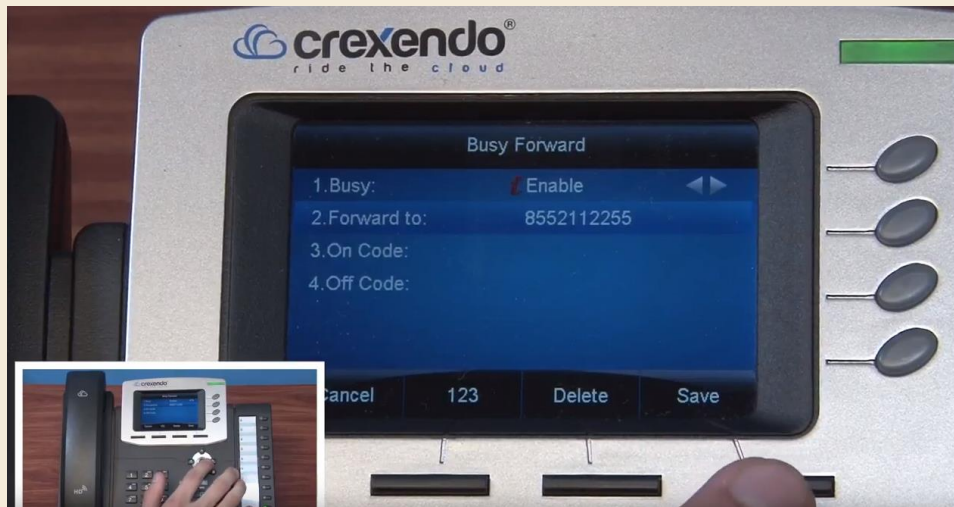


2. The **Always** forward option will forward all calls immediately.
  - a. To turn this on use the arrow keys to toggle from **Disable** to **Enable**.
  - b. **Forward To** allows you to enter in the number you want your calls forwarded to. The **On Code** and **Off Code** buttons should be left blank. Then press **Save**.

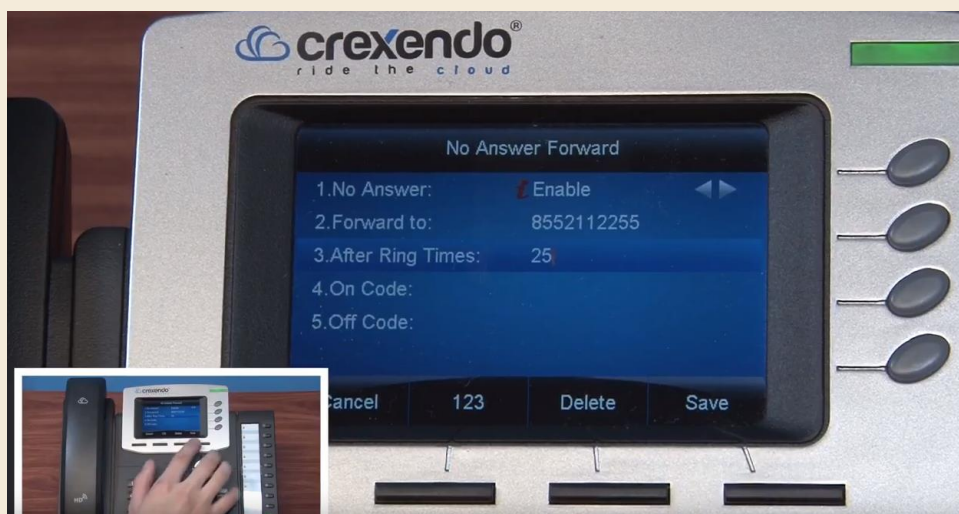


◆ CALL FORWARDING INSTRUCTIONS ◆

3. The **Busy Forward** option forwards calls when the user presses **Reject** on an incoming call
  - a. To turn this feature on, use the arrow buttons to toggle from **Disable** to **Enable**.
  - b. **Forward To** allows you to enter in the number you want your calls forwarded to. The **On Code** and **Off Code** buttons should be left blank. Then press **Save**.



4. The **No Answer Forward** option forwards calls that are not answered within a certain number of seconds
  - a. To turn this feature on, use the arrow buttons to toggle from **Disable** to **Enable**.
  - b. **Forward To** allows you to enter in the number you want your calls forwarded to and **After Ring Times** allows you to set the number of seconds the call will ring for before forwarding.
  - c. The **On Code** and **Off Code** buttons should be left blank. Then press **Save**.



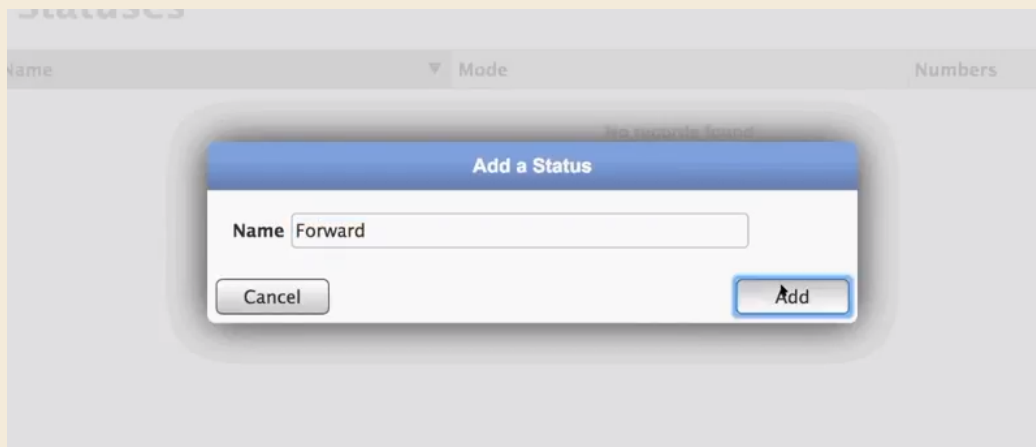
◆ CALL FORWARDING INSTRUCTIONS ◆

To forward through your online portal:

1. First, you'll want to go to the **Statuses** tab on the left hand side of your portal
2. Then, go up to the tab that says **Available** in the upper right hand corner, and select **Add New Status**.

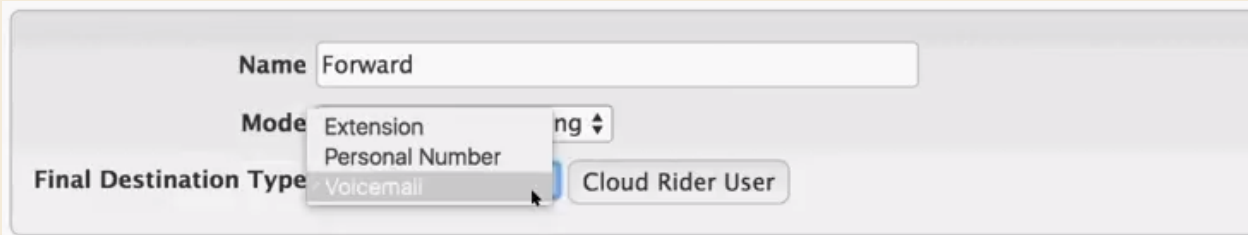


3. Name your new status "Forward" and click **Add**.



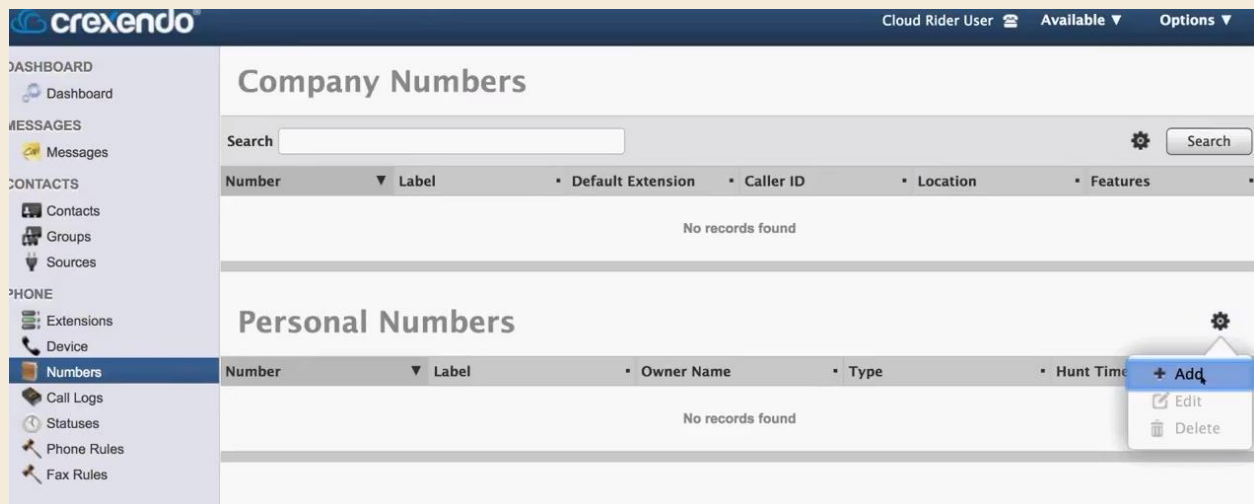
◆ CALL FORWARDING INSTRUCTIONS ◆

4. Under **Final Destination Type**, choose where you want your calls to forward to.



The screenshot shows a configuration form for a call forwarding rule. The 'Name' field contains the text 'Forward'. The 'Mode' dropdown menu is open, showing three options: 'Extension', 'Personal Number', and 'Voicemail'. The 'Final Destination Type' field is currently empty, and a 'Cloud Rider User' button is visible to its right.

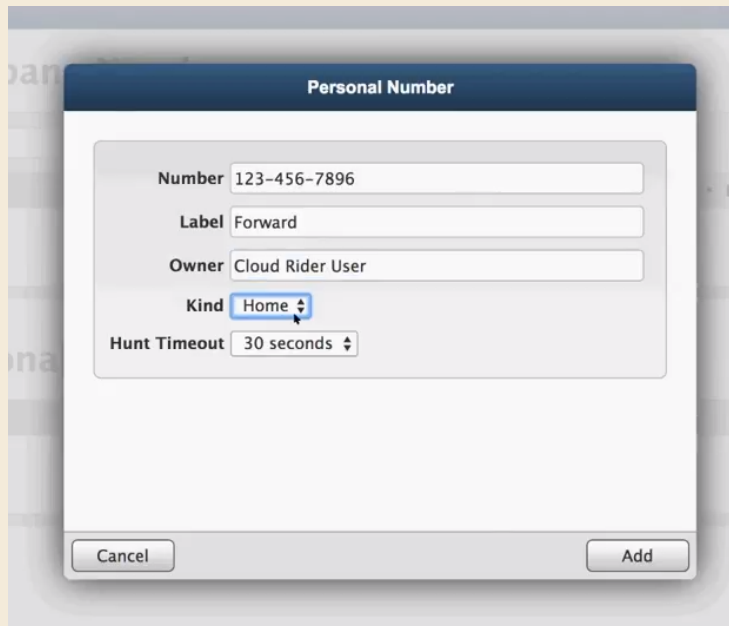
5. To add a personal number to the account, lick on the **Numbers** tab on the left had side of your screen. Then click the **Gear** icon on the right hand side and select **Add**.



The screenshot displays the Crexendo dashboard interface. The top navigation bar includes the Crexendo logo, the user name 'Cloud Rider User', and status indicators for 'Available' and 'Options'. The left sidebar contains a menu with categories: DASHBOARD, MESSAGES, CONTACTS, and PHONE. The 'Numbers' category is selected and highlighted. The main content area is divided into two sections: 'Company Numbers' and 'Personal Numbers'. Both sections feature a search bar and a table with columns for 'Number', 'Label', 'Default Extension', 'Caller ID', 'Location', and 'Features'. Both tables currently show 'No records found'. In the 'Personal Numbers' section, a gear icon in the top right corner has been clicked, revealing a dropdown menu with three options: '+ Add', 'Edit', and 'Delete'.

◆ CALL FORWARDING INSTRUCTIONS ◆

6. Finally, fill out all of the necessary forwarding information and click **Add**.



Personal Number

Number 123-456-7896

Label Forward

Owner Cloud Rider User

Kind Home

Hunt Timeout 30 seconds

Cancel Add

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