

◆ CALL FORWARDING INSTRUCTIONS ◆

### Forward all my calls – How do I?

1. Login to your **User Panel**
2. Click on **Features**
3. Check the circle next to **Forward my calls to a single number**
4. Set **Forward after:** to 0 seconds and enter your number in the next box
5. (Optional) Check the box before **If forwarded extension does not answer, return to my voicemail.**
6. Click **Apply All Changes**

### How do I forward calls to an outside number from a submenu?

1. Create an extension that does not point to any phone device or voicemail. For assistance with creating a “virtual extension”, please read [How do I add an extension?](#)
2. Log in to the extension via [cp.fonality.com](http://cp.fonality.com) and activate Call Forwarding for the extension via the "Features" tab
3. Return to the Admin Panel and click on AutoAnswer --> sub-menus
4. Select your sub-menu from the list
5. Within your sub-menu you can add a call sequence to dial the virtual extension you created *without* voicemail
6. Whenever PBXtra routes a caller to the sequence in your sub-menu, the call will forward to the number you set within the extension's call forwarding

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