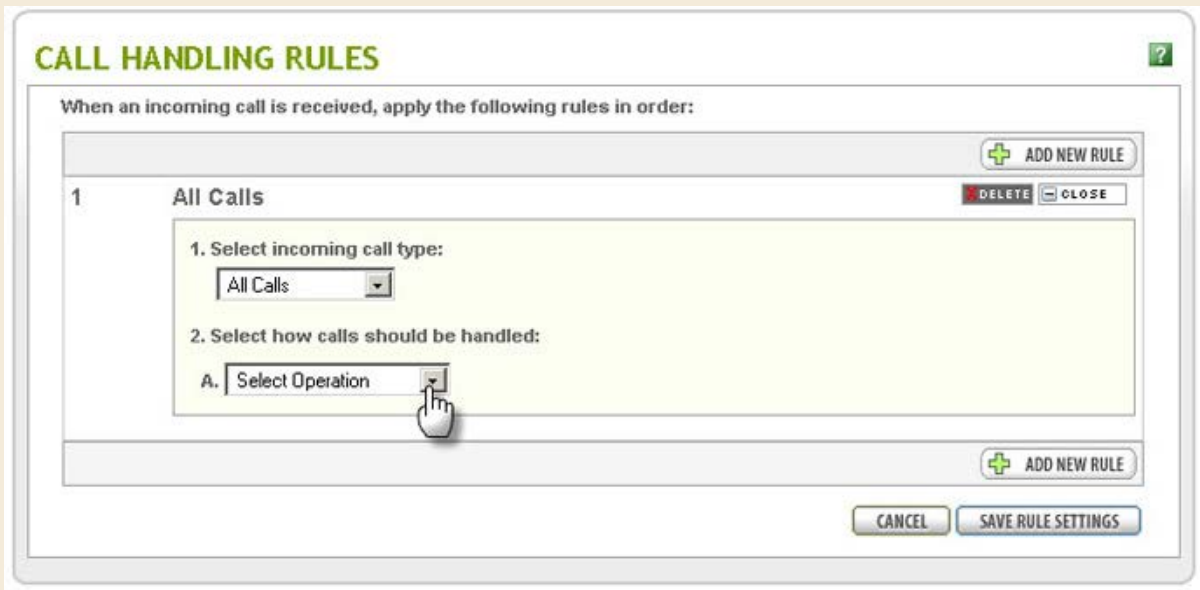


◆ CALL FORWARDING INSTRUCTIONS ◆

Forward your incoming calls to multiple numbers or extensions. Use Advanced Call Forwarding options to customize the phone system to your needs.

Step 1: Select Operation

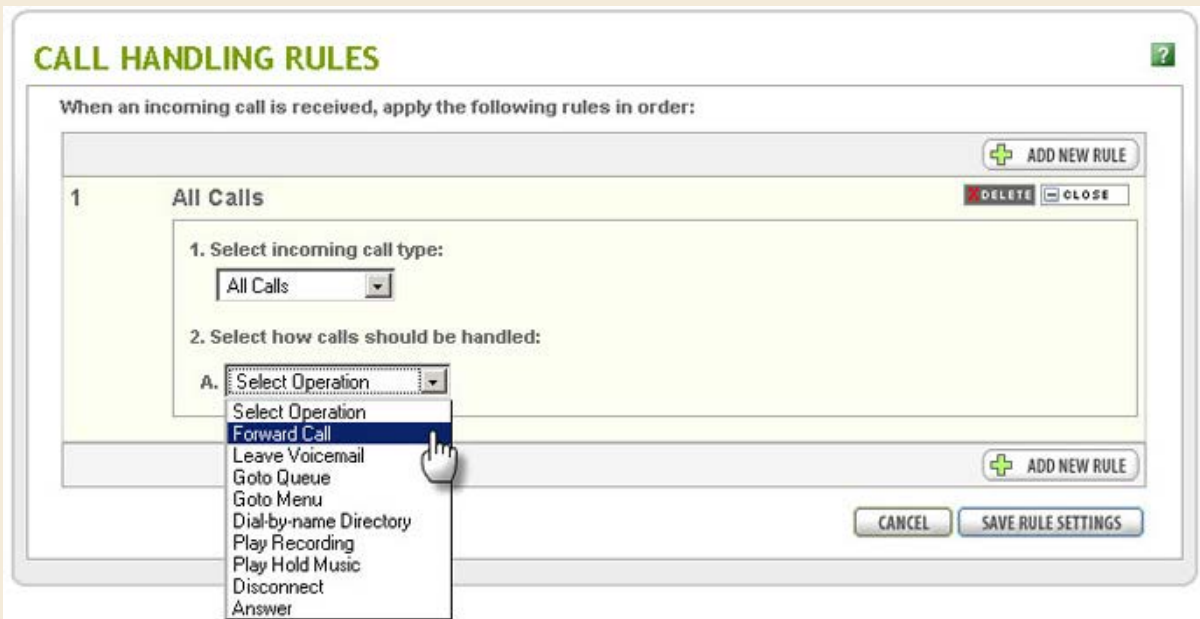


The screenshot shows the 'CALL HANDLING RULES' configuration page. At the top, it says 'When an incoming call is received, apply the following rules in order:'. Below this, there is a list of rules. Rule 1 is titled 'All Calls'. It has a 'DELETE' button and a 'CLOSE' button. The rule configuration is as follows:

- 1. Select incoming call type: All Calls (dropdown)
- 2. Select how calls should be handled:
 - A. Select Operation (dropdown menu)

At the bottom of the rule configuration area, there is an 'ADD NEW RULE' button. At the bottom of the entire page, there are 'CANCEL' and 'SAVE RULE SETTINGS' buttons.

Step 2: Select Forward Call



This screenshot is similar to the previous one, but the 'Select Operation' dropdown menu is open, showing a list of options. The 'Forward Call' option is highlighted by the mouse cursor.

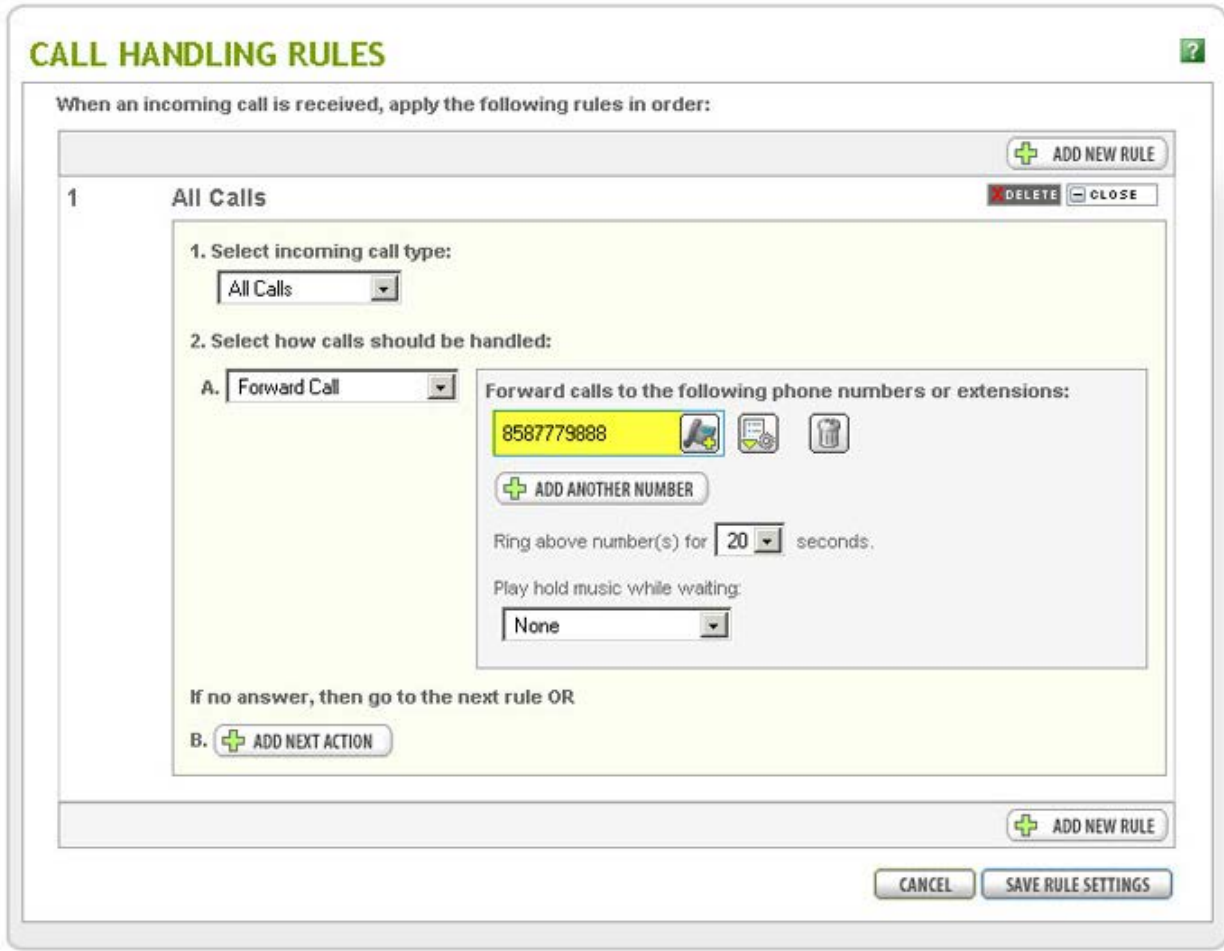
- 1. Select incoming call type: All Calls (dropdown)
- 2. Select how calls should be handled:
 - A. Select Operation (dropdown menu)
 - Select Operation
 - Forward Call
 - Leave Voicemail
 - Goto Queue
 - Goto Menu
 - Dial-by-name Directory
 - Play Recording
 - Play Hold Music
 - Disconnect
 - Answer

The 'ADD NEW RULE' button is visible at the bottom of the rule configuration area, and the 'CANCEL' and 'SAVE RULE SETTINGS' buttons are at the bottom of the page.

◆ CALL FORWARDING INSTRUCTIONS ◆

Step 3: Enter the telephone number or extension number to which you will forward your call.

Telephone Number



The screenshot shows the 'CALL HANDLING RULES' configuration window. At the top, it says 'When an incoming call is received, apply the following rules in order:'. Below this, there is a list of rules. The first rule is '1 All Calls'. To the right of the rule name are 'DELETE' and 'CLOSE' buttons. Below the rule name, there are two steps:

1. Select incoming call type: A dropdown menu is set to 'All Calls'.
2. Select how calls should be handled: A dropdown menu is set to 'Forward Call'. To the right of this dropdown is a box titled 'Forward calls to the following phone numbers or extensions:'. Inside this box, the number '8587779888' is entered in a yellow-highlighted field. To the right of the number are three icons: a plus sign, a phone handset, and a trash can. Below the number field is an 'ADD ANOTHER NUMBER' button. Below the number field is a label 'Ring above number(s) for' followed by a dropdown menu set to '20' and the word 'seconds.'. Below that is a label 'Play hold music while waiting:' followed by a dropdown menu set to 'None'.

Below the second step, there is a label 'If no answer, then go to the next rule OR' followed by a button 'ADD NEXT ACTION'.

At the bottom of the rule configuration area, there is an 'ADD NEW RULE' button. At the bottom of the entire window, there are 'CANCEL' and 'SAVE RULE SETTINGS' buttons.

Extension

Select the **Add an Extension** button located to the right of the Forward Call Number field.

◆ CALL FORWARDING INSTRUCTIONS ◆

Forward calls to the following phone numbers or extensions:

Ring above number(s) for seconds.

Play hold music while waiting:

The list of extensions on your account will display.

CALL HANDLING RULES




When an incoming call is received, apply the following rules in order:

1 All Calls

1. Select incoming call type:

2. Select how calls should be handled:
A.

Forward calls to the following phone numbers or extensions:

Ring above number(s) for seconds.

Play hold music while waiting:

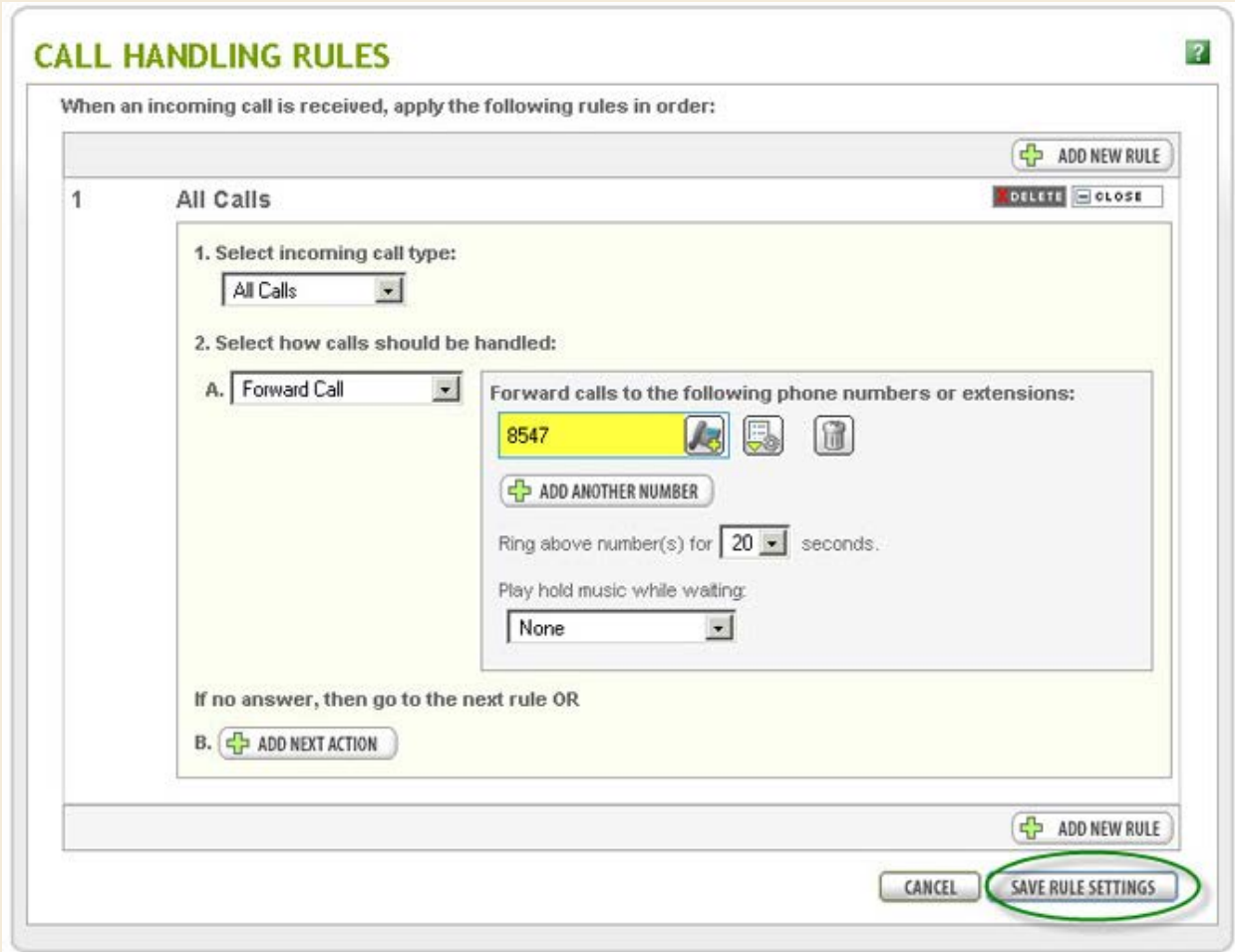
Select an extension:
[ATA Line 1 \(8543\)](#)
[ATA Line 2 \(8547\)](#)

If no answer, then go to the next rule OR
B.

◆ CALL FORWARDING INSTRUCTIONS ◆

Select the extension to add to the list.

When ready, click **Save Rule Settings**.



CALL HANDLING RULES ?

When an incoming call is received, apply the following rules in order:

1 All Calls DELETE CLOSE + ADD NEW RULE

1. Select incoming call type:

2. Select how calls should be handled:
A. Forward calls to the following phone numbers or extensions:
 + ADD ANOTHER NUMBER
Ring above number(s) for seconds.
Play hold music while waiting:

If no answer, then go to the next rule OR
B. + ADD NEXT ACTION

+ ADD NEW RULE CANCEL SAVE RULE SETTINGS




◆ CALL FORWARDING INSTRUCTIONS ◆

Ring Time

2. Select how calls should be handled:

A.

Forward calls to the following phone numbers or extensions:

8547   

Ring above number(s) for seconds.

Play hold music while wait

If no answer, then go to the next rule OR

B.

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The Ring Time determines how long Phone.com will connect (in seconds) to your outside number or extension. This may or may not be the amount of time the phone actually rings.

NOTE: This does not determine the amount of rings but rather the amount of seconds it takes Phone.com to connect to your outside destination.




◆ CALL FORWARDING INSTRUCTIONS ◆

Play Hold Music While Waiting

2. Select how calls should be handled:

A.

Forward calls to the following phone numbers or extensions:

Ring above number(s) for seconds.

Play hold music while waiting:

- None
- Customer Service
- Film Soundtrack
- Groovy
- Hold Music**
- Orchestral
- Piano Solos
- Ring a ding ding dong
- Soft Rock
- South American Folk
- Upbeat Orchestral
- Upbeat Piano
- Upbeat Rock
- hold music

If no answer, then go to the next

B.

Similar to a ring back tone, hold music will play in place of the standard ringing. Select from our hold music or create your own to add. For more details on creating your own Music/Message on Hold, please reference the Greetings User Guide.

Advanced Call Forwarding Features

Caller ID to Show Me




When Phone.com is forwarding your number to an outside number, select the Caller ID that will display on the phone.

◆ CALL FORWARDING INSTRUCTIONS ◆

2. Select how calls should be handled:

A.

Forward calls to the following phone numbers or extensions:

8547   

Caller ID to show me:

Voice Tag:

Screening:

Called Number: The number the party originally dialed to reach you (i.e. your Phone.com number).

Caller's ID: The caller ID of the party that dialed to your number.




Voice Tag

The Voice Tag allows you to “tag” or “label” your incoming calls with a unique word or phrase that will help you identify the incoming call.

2. Select how calls should be handled:

A.

Forward calls to the following phone numbers or extensions:

8547   

Caller ID to show me:

Voice Tag:

Screening:

Example

To identify the call is for your Sales Department, type “Sales” into the Voice Tag field.

For questions regarding call forwarding,
visit www.specialtyanswering.com,
or call us at 1-866-688-8912.