

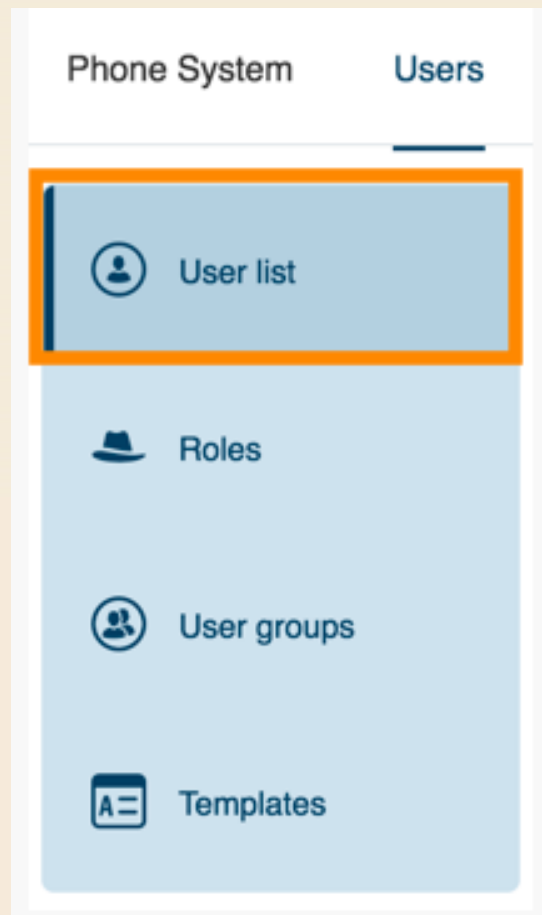
## ◆ CALL FORWARDING INSTRUCTIONS ◆

### Call Forwarding

**Call Handling and Forwarding** is the section of your online account that allows you to set-up call routing rules for Users. It offers flexibility on how you want your calls to be handled during business hours, after hours, or multiple condition rules.

#### Step 1:

Go to **Users**. On the User list, select the user that you want to configure.



## ◆ CALL FORWARDING INSTRUCTIONS ◆

Step 2:

Go to **Call Handling and Forwarding**. Select the tab that you want to configure.

The screenshot shows the user settings for Steve Smith. At the top, the name "Steve Smith" is displayed with a close button (X). Below this, the extension "Ext. 160005" and the category "Outbound Calls/Faxes" are shown. A list of settings categories follows, each with a dropdown arrow: "User Details" (with "Super Admin" and an info icon), "Phones & Numbers", "Screening, Greeting & Hold Music", and "Call Handling & Forwarding". The "Call Handling & Forwarding" section is highlighted with an orange border and is expanded to show four sub-tabs: "User Hours", "After Hours", "Advanced", and "Settings".

## ◆ CALL FORWARDING INSTRUCTIONS ◆

### User Hours

Decide how you want your calls answered during User Hours.

User Hours   After Hours   Advanced   Settings

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Incoming Calls Forward in this Order

ⓘ    ⋮

Please note that due to some technical particularities of the system Call Forward for unreachable phone **will be turned OFF** when Desktop app and Smartphone is set to active in the Forwarding Numbers list.

<input type="checkbox"/>	Order	Active	Ring For ⓘ	Name	Number
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	1 Ring / 5 Secs	Desktop App & Sm...	N/A
⋮ <input type="checkbox"/>	2	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Polycom VVX-311 ...	(650) 257-8527
<input type="checkbox"/>	2	<input type="checkbox"/>	4 Rings / 20 Secs	Home	(818) 405-3180
<input type="checkbox"/>	2	<input type="checkbox"/>	4 Rings / 20 Secs	Mobile	(213) 616-1390
<input type="checkbox"/>	2	<input type="checkbox"/>	4 Rings / 20 Secs	Work	(949) 285-1390

Call Forward for Unreachable Phone

Off

## ◆ CALL FORWARDING INSTRUCTIONS ◆

### Incoming Calls Forward in this Order

- **Sequentially** – For Call Forwarding, once you add forwarding numbers, these numbers will ring one at a time, in order of priority.
- **Simultaneously** – For Call Forwarding, once you add forwarding numbers for Home, Mobile, and Work numbers, you can set these numbers to ring at the same time by choosing **Simultaneously**.

**NOTE:** To rearrange the order of your forwarding numbers, hover your mouse on the row then drag and drop the row to your desired order.

^ Call Handling & Forwarding

User Hours   After Hours   Advanced   Settings

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Incoming Calls Forward in this Order

☰ Sequentially + Add Call Forwarding Phone

Create Ring Group   Ungroup

<input type="checkbox"/>	Order	Active	Ring For ⓘ	Name	Number
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	1 Ring / 5 Secs	Desktop App & Smart Phone	N/A
☰	2	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Sam Smith Cisco SPA-122 ATA	(650) 682-1372
☰	3	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Home	6503574287
☰	4	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Mobile	6509407995
☰	5	<input checked="" type="checkbox"/>	4 Rings / 20 Secs	Tester 2 Test Cisco SPA-122 ATA	(205) 538-3967
<input type="checkbox"/>	6	<input type="checkbox"/>	4 Rings / 20 Secs	Work	Phone Number
<input type="checkbox"/>	7	<input type="checkbox"/>	4 Rings / 20 Secs	Phone Name	Phone Number

## ◆ CALL FORWARDING INSTRUCTIONS ◆

**Create Ring Group** – Use this feature to group numbers and allow them to ring at the same time. Check the box beside the numbers you want to select and click Create Ring Group. Click Ungroup to ungroup the numbers.

**Add Call Forwarding Phone** – Click this button to add another phone number.

**Forward to Other's Phones** – Click the kebab button beside Add Call Forwarding Phone to open this option and select from a list of other user's numbers.

**Call Forward for Unreachable Phone** – This option when enabled will allow calls to be forwarded when the user extension phone is unreachable. Please note if you have call forwarding to any PSTN number, this option will not be usable.

### *After Hours*

Decide how you want your calls answered during After Hours.

- **Send callers directly to voicemail:** If you want calls to go directly to your voicemail, select Send callers directly to voicemail.

User Hours   After Hours   Advanced   Settings

Decide how you want your calls answered during After Hours.

**Your calls will do this during After Hours**

Send callers directly to voicemail

Select if you want calls to go directly to your voicemail.

Cancel   Save

## ◆ CALL FORWARDING INSTRUCTIONS ◆

- **Play announcement and disconnect:** If you want to play a recorded greeting, and then immediately hang up, select **Play announcement and disconnect**.

User Hours   **After Hours**   Advanced   Settings

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Decide how you want your calls answered during After Hours.

**Your calls will do this during After Hours**

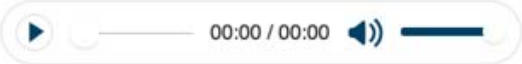
Play announcement and disconnect ▾

Select if you want to play a recorded greeting, then immediately hang up.

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**Announcement**

Default



[Edit](#)

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[Cancel](#) [Save](#)

◆ CALL FORWARDING INSTRUCTIONS ◆