



## ◆ CALL FORWARDING INSTRUCTIONS ◆

### Forwarding calls

You can forward all your incoming calls to any destination of choice.

You can also let the phone system ring some of your phones for a short while and then - if there is no answer - forward calls to voicemail or some other destination of choice.

You configure your call forwarding on the [My Settings](#) at [sonetel.com](http://sonetel.com).

The company admin can also [configure this for you](#) at [sonetel.com](http://sonetel.com).

Watch [a video explaining all this](#)

You can configure your personal settings in the Sonetel Phone system at [sonetel.com](http://sonetel.com). Sign in with your email address and your Sonetel password.

▼ My account details		Help
▲ Calls to my phone numbers		Help
First do this	Ring My phones (10 seconds)	Change
If no answer	Forward to (+14568230987)	
▼ My phones		Help
▼ My Preferences		Help

### What can I forward calls to?

You can call, transfer or forward calls to the following types of destinations.

1. **International phone numbers.**
  - With a leading "+". For example +1505123142
  - Or with the [prefix used in your country](#) for making international calls. Users in the US would use the prefix 011 and dial 01146852506010. Callers in Europe would use 00 and dial 0046852506010.



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2. **Long distance calls** to phone numbers in other local area codes in your country \*.  
For example 091-6349421
3. **Local phone numbers** in your area \*. For example 5340032
4. **Extension numbers** of any Sonetel user in your company, such as 102
5. **Email addresses** of any Sonetel users such as name@company.com
6. **SIP addresses**
  - In the format anyone@company.com
  - With leading sip: and/or add an IP port number at the end, separated by a colon. For example sip:friend@company.com or sip:friend@company.com:5099
7. **Voice applications**
  - \*21 - [Welcome menu](#)
  - \*22 - Admin recording service to update welcome messages, menus etc.
  - \*11 - Update your personal [voicemailbox](#) greeting message.

*\* When you call a local phone number, the phone system assumes that you are calling within your country and telephone area and automatically adds the country and area code [entered in your settings](#) to the number you have entered.*

*Spaces and “-” in phone numbers are accepted and automatically removed by Sonetel Phone System.*

*In case of SIP calls, Sonetel uses the default IP port 5060 whenever the IP port is not specified by you.*

*The maximum call length is 3 hours.*

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