

## ◆ CALL FORWARDING INSTRUCTIONS ◆

### Call Forwarding

Redirects incoming calls to other destinations.

**IMPORTANT:** Do not enable Call forwarding and Follow me at the same time. Enable one or the other, but not both, or you will produce errors.

### Play Call Forward message:

- Should a message be played to user notifying him that call is being forwarded
- Example: Yes, No
- Field Type: Option buttons

### Unconditional:

- Forward all calls to selected destination unconditionally
- Example: Extension, Voicemail / 1002
- Field Type: Select box, [0-9]

NOTE: This service can be enabled via UAD (User Agent Device) by dialing \*71 {EXTENSION\_NUMBER} to activate or \*72 to deactivate it. If you have previously entered call forward number and disabled the service, it is necessary only to dial \*71 to call forward to last number

### Busy:

- Forward all calls to selected destination if extension is busy
- Example: Extension, Voicemail / 1002
- Field Type: Select box, [0-9]



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### No Answer:

- Forward all calls to selected destination if call is not answered
- Example: Extension, Voicemail / 1002
- Field Type: Select box, [0-9]

### Line Unavailable:

- Forward all calls to selected destination if extension is unavailable
- Example: Extension, Voicemail / 1002
- Field Type: Select box, [0-9]

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