



◆ CALL FORWARDING INSTRUCTIONS ◆

Call Forwarding allows an incoming call to be redirected to a mobile telephone or other telephone number where the desired called party is able to answer. You can set any number, even international numbers.

Setup a Call Forward

Create the Call Forwarding entry

The first step would be to create a Call Forwarding entry, you can do this at your Customer Portal>> DID Numbers>> Call Forwarding.

The screenshot shows the voip.ms Customer Portal interface. The 'DID Numbers' menu is expanded, and the 'Call Forwarding' option is highlighted with a black box. The interface includes a navigation bar with 'Main Menu', 'DID Numbers', 'Sub Accounts', and 'CDR and Reports'. A 'Portal: Home' button is visible on the left. The main content area displays account information and various settings, including 'Call Forwarding' which is currently set to 'Value: USA48 \$0.0105 - Canada starting at \$0.0052'.

Main Menu	DID Numbers	Sub Accounts	CDR and Reports
	Order DID(s)		
	Manage DID(s)		
Portal: Home	DID Billing		
	DID Portability		
Welcome	Voicemail		
Main Account Settings	Digital Receptionist (IVR)		
SIP/IAX Main Usage	Calling Queues	115822	
Current Balance	Recordings	\$124.53	
Balance Alert Threshold	STP HRT's	\$2.00	
USA48/Canada Rates	Call Forwarding	Value: USA48 \$0.0105 - Canada starting at \$0.0052	
Toll-Free Routing	Routing Groups		
Allow 411 dialing	Callback	Value (Free)	
Allow International	DISA	No	
International Routing	Time Conditions	Yes - International Calls Enabled	
Allowed International	CallerID Filtering	Value	
CallerID Number	Phone Book	Some Areas Locked (Click for details)	
	e911		



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Call Forwarding Information

A Call Forwarding allows an incoming call to be redirected to a mobile telephone or other telephone number where the desired called party is able to answer. Here you can create Call Forwarding entries. After creating a Call Forwarding entry, you can route a DID to it.

Please note that when you forward a call, normal inbound charges apply according to your DID plan and the normal termination rate is also applied for the destination number for the duration of the call.

! If a Call Forwarding has a CallerID Override and is used within a Ring Group, then it will Override all CallerIDs for all Calls made by that Ring Group.

[Add Forwarding](#)

Number	CallerID Override	Description	DTMF Digits	Pause (seconds)
You have no entries for Call Forwarding				

After that you only need to click on the "Add Forwarding" button and you will see the follow screen:

Call Forwarding

Call Forwarding In
A Call Forwarding al
Here you can create
Please note that wh
destination number



If a Call that Rins

Add Forwarding

Number

You have no entries

Add record

Phone Number	<input type="text" value="0052199XXXXXXX"/>	*
CallerID Override	<input type="text"/>	(Optional)
Description	<input type="text" value="Call Forwarding Entry"/>	(Optional)
DTMF Digits	<input type="text" value="102"/>	(Optional)
Pause	<input type="text" value="2.0 Seconds"/>	(Optional)

* = Mandatory Field

able to answer,

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Calls made by



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Phone Number: Enter here the phone number in what you want to redirected the incoming calls to your DID. For USA or Canada numbers you can set the number with 10 digits or even using the prefix 1, for example 403XXXXXXX or 1403XXXXXXX will give you the same result. For international numbers please make sure to enter the number with prefix 00 or 011 (e.g. 0052999XXXXXXX for a number in Mexico), you can also use the 033 or 044 to override the [Value or Premium](#) route. Also make sure that you have enable the International Calls in your [account](#).

CallerID Override: This setting is optional and it lets you send the [Caller ID](#) of your choice to the destination in order to recognize where the call comes from, please note that the [caller ID](#) number reliability will depend on the route you're using and for International Routes the [Caller ID](#) is not 100% guaranteed.

Note: If the Call Forwarding with a CallerID Override is assigned to a Ring Group then that CallerID Override Number will be on all calls sent through that Ring Group.

For example lets say that you have your Cellphone set as call forward, you can put your DID number as [caller ID](#) override this way when you see an incoming call in your cellphone from the DID number, you will know that this is a call from voip.ms. Alternately if you leave this setting blank, you will receive the [caller ID](#) number of the person calling your DID number.

Description: This is also optional, and this can help you identify a particular Call Forwarding entry.

DTMF Digits: This setting is optional, and would allow you to enter the digits that would be passed once the call is connected to your call forward number. For example, you can forward a number to an [ivr](#) and pass an extension number this way.

Pause: The amount of seconds the system would wait before it sends the DTMF digits you set with the option above. This is also an optional Setting.

Route incoming calls from DID to your Call Forwarding

Once you have created a call forwarding entry, you can assign it to many DID numbers as you want without needing to create it again. You need to go to your Customer Portal >> DID Numbers >> [Manage DID](#).



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You need to select the DID number you want to forward and then click on **Edit DID** button (the icon with the pencil), also you can select more than one DID and click on the **Edit Selection** buttons.

At this point you should be in the Edit DID Settings page, the only setting you should be change is the **Routing**. You need to select the **Call Forwarding** option and then select the number from the dropdown menu on the right.

Customer Portal

voip.ms Live Chat | Support Tickets | Logout

Main Menu | DID Numbers | Sub Accounts | CDR and Reports | Finances | Support | Rates | Reseller

▶ Edit DID Settings

Edit DID	
DID	469-XXXXXX, DALLAS
Routing	<input type="radio"/> SIP/IAX [main account] SIP/1234567890
	<input type="radio"/> IVR Test IVR
	<input type="radio"/> Calling Queue No Calling Queues found
	<input type="radio"/> Time Conditions Test1
	<input checked="" type="radio"/> Call Forwarding 005219991-XXXXXX
	<input type="radio"/> SIP URI No SIP URI found
	<input type="radio"/> Ring Group Test Ring Group
	<input type="radio"/> Play Recording test recording
	<input type="radio"/> Callback Test Callback (005219991-XXXXXX)
	<input type="radio"/> DISA No DISA found
	<input type="radio"/> Voicemail XXXXX - TestVoiceMail
	<input type="radio"/> System Hangup

Additional Failover Options [Click here to display](#)

To finish apply the changes and you should have the Call Forwarding working for the DID.



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Note: When Call Forwarding a DID, your DID's Dial Time Out still affects the call and the caller will go to Voicemail or your Failover for No Answer, providing your Destination does not time out first (Cell Voicemail or Answering Machine).

For questions regarding call forwarding,
visit www.specialtyansweringservice.net,
or call us at **1-866-688-8912**.