

◆ CALL FORWARDING INSTRUCTIONS ◆

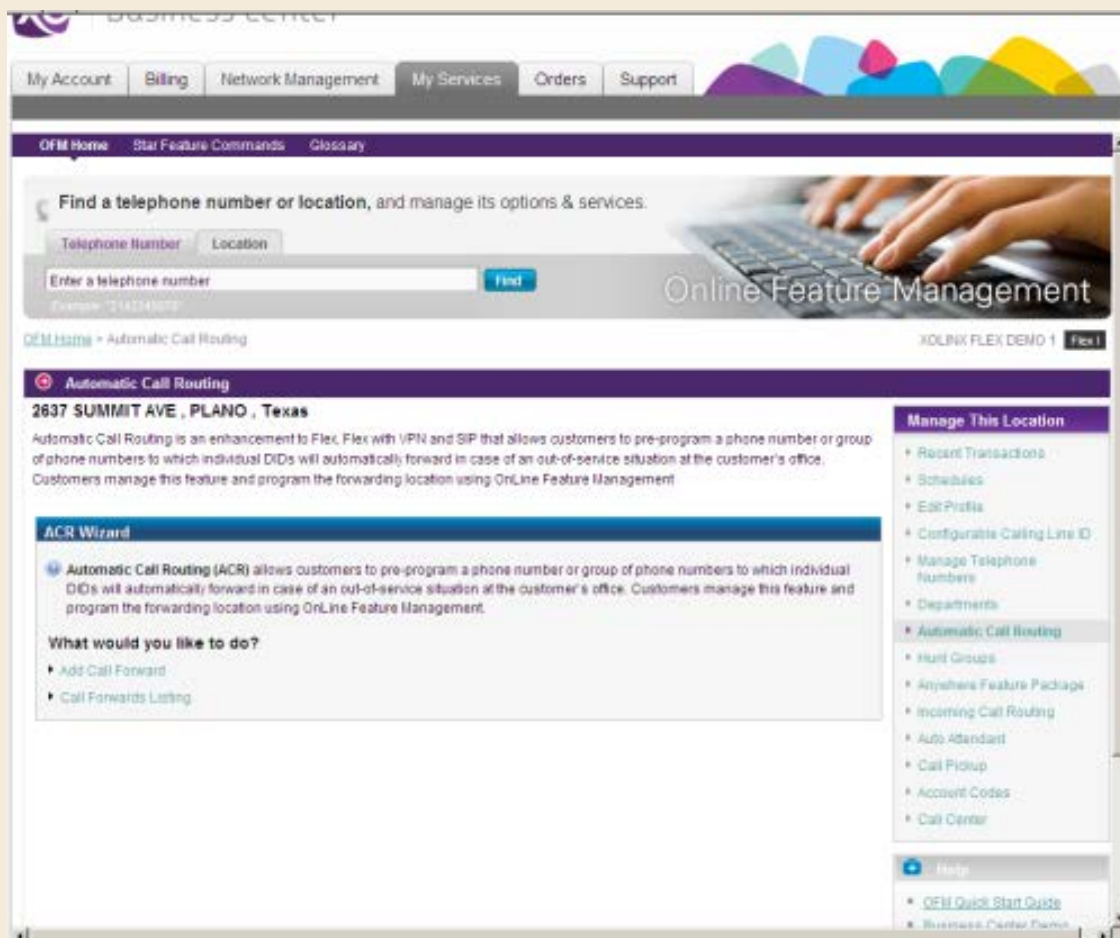
Accessing Automatic Call Routing

OFM Home>Automatic Call Routing

- A. After you enter your location, use the Manage This Location navigation bar, and click on Automatic Call Routing to display the Automatic Call Routing section.
- B. Select Add Call Forward if you want to add a call forwarding number, or Call Forward Listing if you want to edit or delete an existing call forwarding number.

The ACR Wizard will help you set up the feature using easy steps.

Figure 1: Accessing the Automatic Call Routing ACR Wizard



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Add New Call Forwards

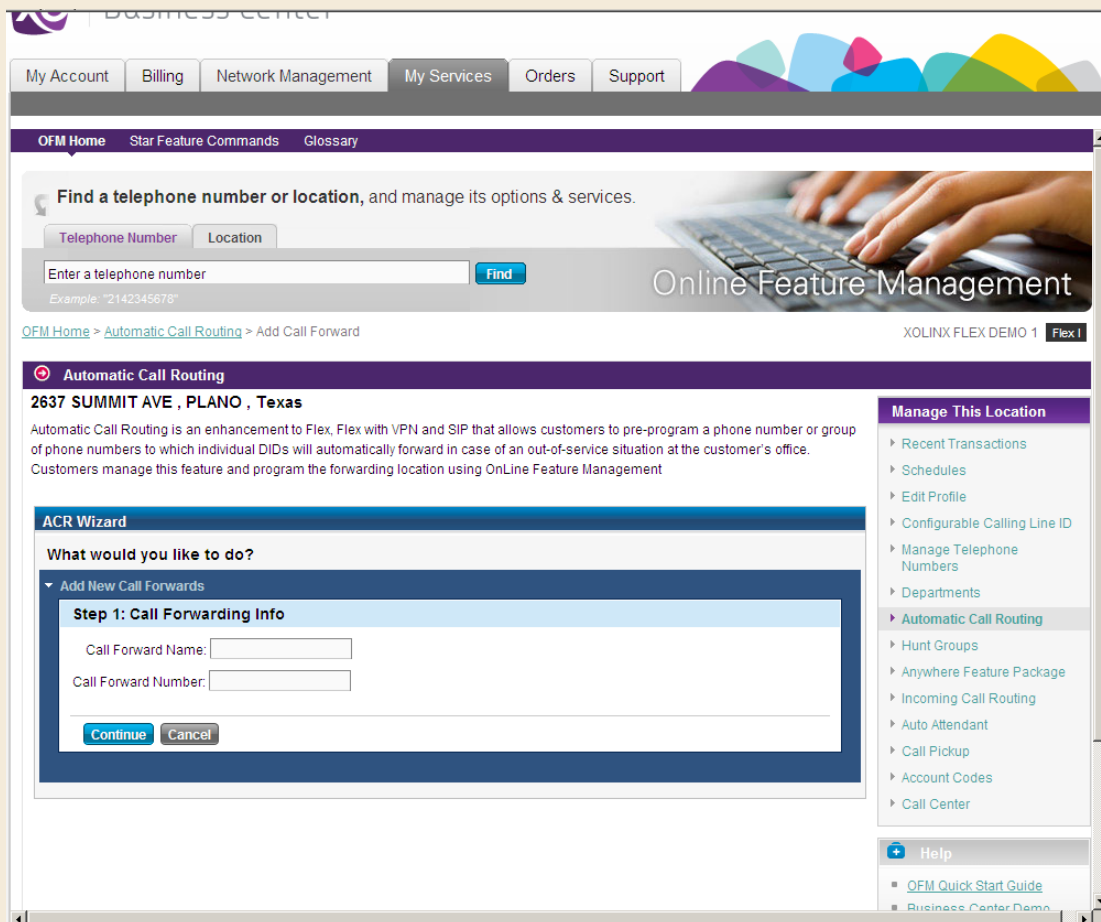
To set up a new Automatic Call Routing number, use the ACR Wizard to Add New Call Forwards.

- A. Enter the Call Forward name and number. The Call Forward Number is the number to which you wish to forward calls during an outage situation.

In many situations, this number is not a number that is associated with your office location. International numbers, and special use numbers such as 911, are not permitted.

Note: Remember to Save Changes

Figure 2: Add New Call Forwards



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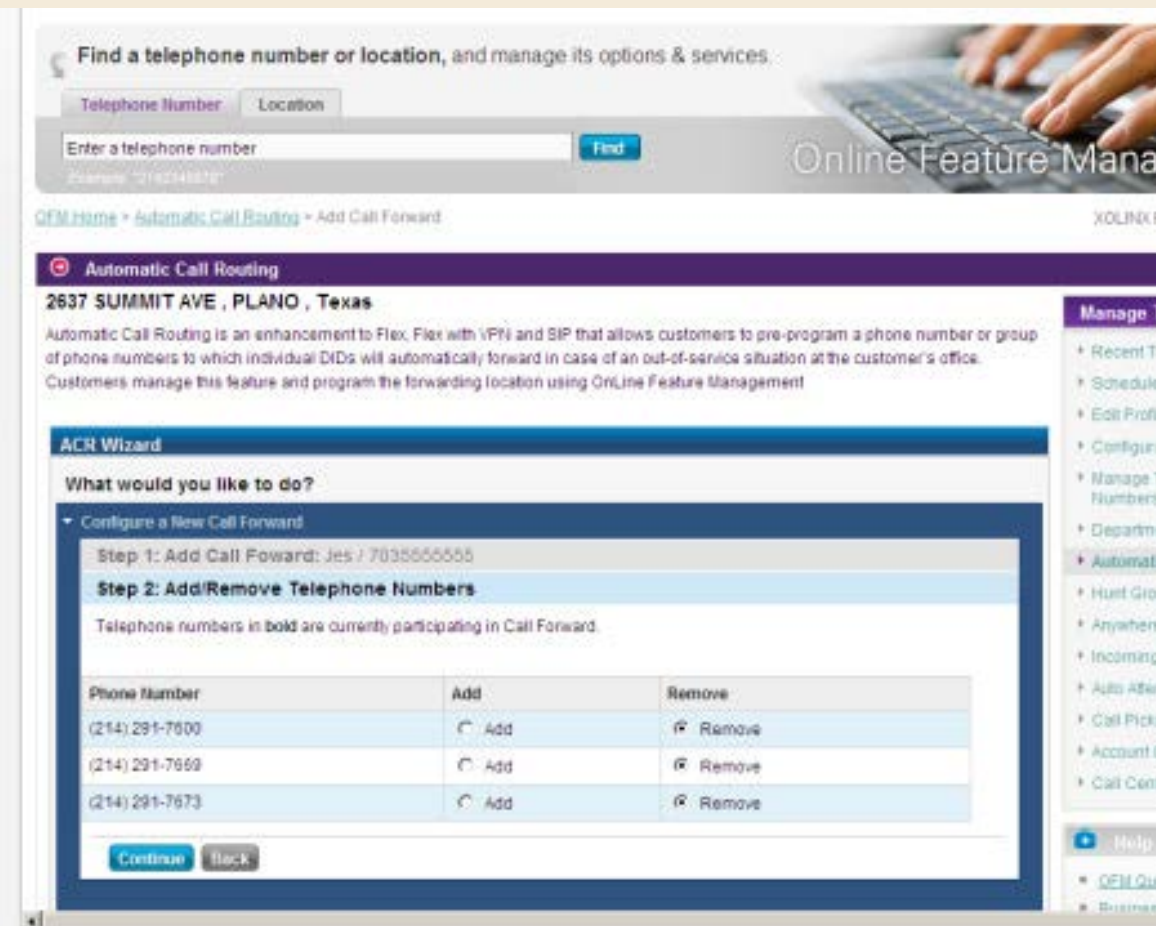
Configure a New Call Forward

- B. Review the list of phone numbers associated with the location and either Add or Remove them from being forwarded to the ACR number.

The phone numbers shown in bold are currently participating in a Call Forward scheme. You can select one number, or several numbers whose numbers will be forwarded in the event of an outage.

Note: Remember to Save Changes

Figure 3: Add/Remove Telephone Numbers Associated with the Call Forwarding



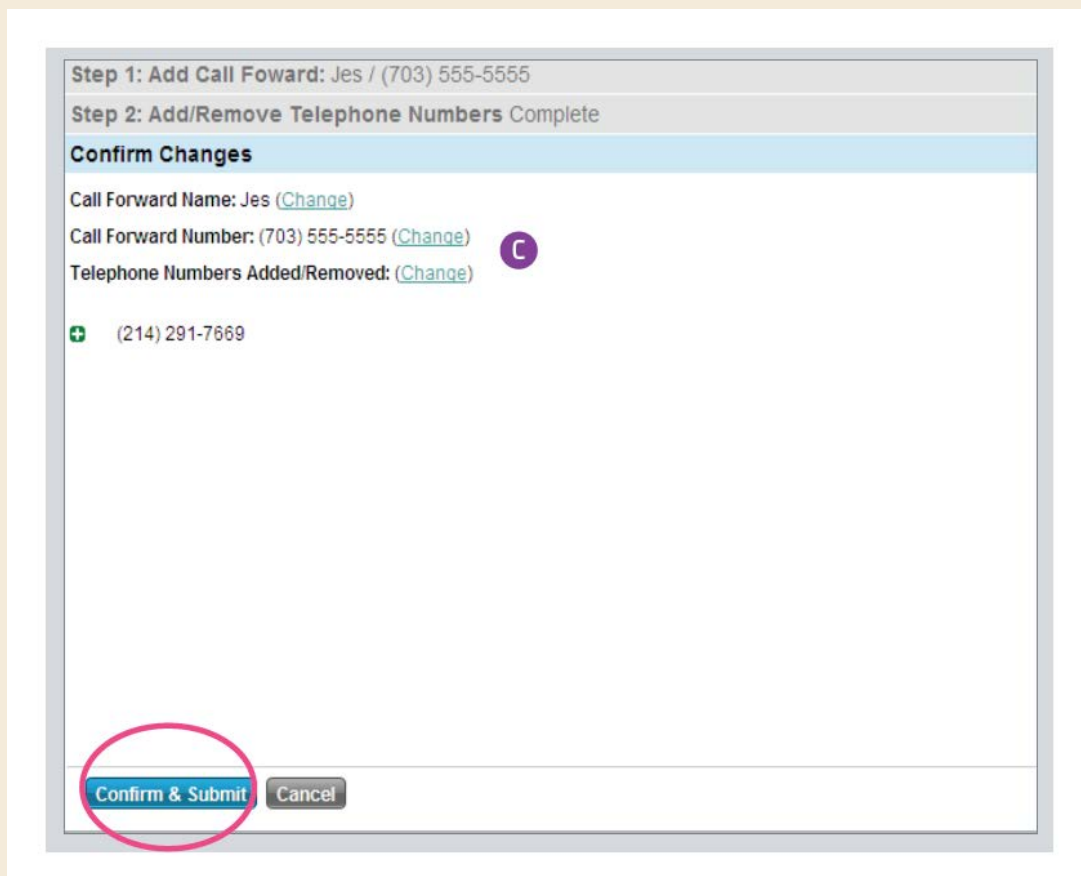
The screenshot shows the 'Automatic Call Routing' configuration page for the location '2637 SUMMIT AVE, PLANO, Texas'. The 'ACR Wizard' is active, and the current step is 'Step 2: Add/Remove Telephone Numbers'. A table lists three phone numbers with 'Add' and 'Remove' options. The first number, (214) 291-7600, is bolded, indicating it is currently participating in the call forwarding scheme. The 'Continue' and 'Back' buttons are visible at the bottom of the wizard.

Phone Number	Add	Remove
(214) 291-7600	<input type="radio"/> Add	<input checked="" type="radio"/> Remove
(214) 291-7669	<input type="radio"/> Add	<input checked="" type="radio"/> Remove
(214) 291-7673	<input type="radio"/> Add	<input checked="" type="radio"/> Remove

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- C. Review the changes you've made. Then, select Confirm & Submit to confirm your changes.

Figure 4: Confirm Changes in ACR Wizard



Step 1: Add Call Forward: Jes / (703) 555-5555

Step 2: Add/Remove Telephone Numbers Complete

Confirm Changes

Call Forward Name: Jes ([Change](#))

Call Forward Number: (703) 555-5555 ([Change](#))

Telephone Numbers Added/Removed: ([Change](#))

+ (214) 291-7669

[Confirm & Submit](#) [Cancel](#)

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