

CALL FORWARDING

Voice Services users may have access to manage their Call Forwarding service. This service lets users set up simple forwarding numbers to work *Always*, when you *Don't Answer*, have a *Busy Line*, or when the line is *Not Reachable* (offline), allowing calls to be sent to a number or extension you specify when you can't answer.

Set Up

Sign into the [@16bhWServices Portal](#) website.

- Click on the [View All Features](#) link in the Basic Features card in the Dashboard.
- Scroll down to Call Forwarding.
- Click on the adjacent *View/Edit* drop-down arrow.
- Click on the toggle next to the appropriate Call Forwarding option(s) to turn **ON** or **Off**.
- Forward To:** Enter the extension or 10-digit phone number (no spaces or special characters) in the adjacent Forward To: field for the desired option(s).
- Forward After x Rings:** Use the drop-down menu to specify the number of rings to allow before a call is forwarded.
- Click the [Save](#) button to submit the changes and close the Edit settings view.

Use

Once setup and enabled for use, Call Forwarding may also be managed from your device using the following Star Codes:

	ON	OFF
Call Forward - Always	*72	*73
Call Forward - Busy	*90	*91
Call Forward - Don't Answer	*92	*93
Call Forward - Not Reachable	*94	*95