

CALL FORWARDING

Voice Services users may have access to manage the Call Forwarding service on their account. This service allows users to set up simple forwarding numbers and rules that apply *Always*, when you *Don't Answer*, when you have a *Busy Line*, or when the line is *Not Reachable* (outage), allowing calls to be sent to a specified number or extension at those times.

Feature Set Up

1. Sign into your **Cloud Services Portal** user account.
2. Click on the [View All Features](#) link in the **Basic Features** card in the Dashboard.
3. Scroll down to **Call Forwarding**.
4. Click on the adjacent *View/Edit* drop-down arrow to open the Edit settings view.
5. Click on the toggle next to the appropriate Call Forwarding option(s) to turn **ON** or Off.
6. **Forward To:** Enter the extension or 10-digit phone number (no spaces or special characters) in the adjacent Forward To: field for the desired call forward option(s).
7. **Forward After x Rings:** Use the drop-down menu to specify the number of rings to allow before a call is forwarded per the rule(s) you are defining.
8. Click the [Save](#) button to submit the changes and close the Edit settings view.

Use on Phone

Your phone's Feature Settings menu offers access to set numbers for Call Forward Always | No Answer | Busy. Also, once each Call Forwarding rule type you wish to use has been set up and enabled in the Portal or phone, your Call Forwarding On/Off settings may also be managed from your phone 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