

CALL FORWARDING SELECTIVE

Voice Services users may have access to manage the Call Forwarding Selective service, if authorized by their organization. This feature allows users to set up forwarding numbers, define criteria to automatically trigger call forwarding to those pre-defined numbers, and to receive a reminder/notification on their device when the Call Forwarding Selective feature is activated.

View Call Forwarding Selective Settings

1. Sign into your **Voice Services Portal** user account and go to **Settings** (or click on the [View All Features](#) link in the **Basic Features** card in the Dashboard).
2. Scroll down to **Call Forwarding Selective**.
3. Click on the adjacent *View/Edit* drop-down arrow to begin.

Add a Call Forwarding Selective List

1. **Call Forwarding Selective:** **ON** to enable or **Off** to disable (default).
2. Enter the **Default Call Forward to number / SIP URI** (10-digits, no spaces or special characters).
3. **Play Ring reminder when a call is forwarded:** Click within the check box to enable or disable.
4. Click the **Add** button to define the following:
 - ❖ **Description:** Type a short description or title for review in lists.
 - ❖ **Forward To:** Select an option from the drop-down menu and enter any information required by the selection.
 - ❖ **Selected Time Schedule:** *Optional:* Select from your Time Schedules using the drop-down menu.
 - ❖ **Selected Holiday Schedule:** *Optional:* Select from your Holiday Schedules using the drop-down menu.
 - ❖ **Calls From:** Select *Any Phone Numbers* or choose *Following Phone Numbers* and enter up to 12 (twelve) 10-digit number(s) in the fields provided.
 - ❖ **Anonymous Callers and Unavailable Callers:** Click within the radial buttons to forward these callers to the default number.
 - ❖ **From Following:** Enter up to twelve (12) 10-digit numbers in the fields provided to define callers who will be forwarded to the **Default Call Forward To** number.
5. Click the **Save** button to submit the selective criteria and close the view.
6. Click the **Save** button in the main *Edit* view to update the system with the new Call Forwarding Selective list.

Optional: Repeat these steps to create multiple lists with alternative numbers, criteria, and/or schedules.

Click on **Edit** next to a list to modify it, or click on **Delete** and confirm to remove the adjacent list.