

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. Scroll
3. down to **Call Forwarding**.
4. Click on the adjacent *View/Edit* drop-down arrow to open the Edit settings view. Click on
5. 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