

# **UNIFIED COMMUNICATIONS Call Forwarding Always feature**Instructions

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## **UNIFIED COMMUNICATIONS Call Forwarding Always Feature Instructions**



#### Overview

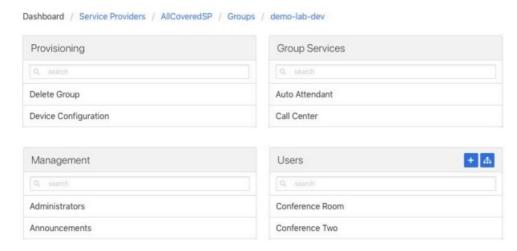
The Call Forwarding Always feature allows users to forward all calls to their line to another number of their choice.

#### Feature Notes:

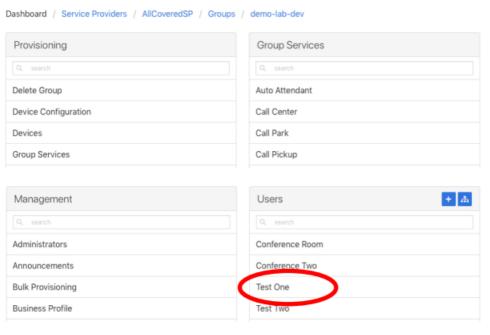
- · Calls can be forwarded to either an external or internal number
- User level call forwarding is ignored by hunt groups, call centers, and other services used to ring groups of devices.

### **Feature Setup**

1. Go to the group admin dashboard.



2. Select the user or service on which you want to enable forwarding.



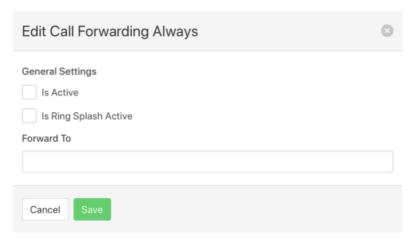
- 3. Click **Service Settings** in the left column navigation.
- 4. Select Call Forwarding Always from the services list.

Name	Description	Active
Anonymous Call Rejection	Anonymous Call Rejection	×
Automatic Callback	Automatic Callback	×
Call Center	Call Center	
Call Forwarding Always	Call Forwarding Always	×
Call Forwarding Always Secondary	Call Forwarding Always Secondary	×
Call Forwarding Busy	Call Forwarding Busy	×
Call Forwarding No Answer	Call Forwarding No Answer	×
Call Forwarding Not Reachable	Call Forwarding Not Reachable	×
Call Forwarding Selective	Call Forwarding Selective	×
Call Notify	Call Notify	×

5. Click the gear icon in the Call Forwarding Always heading to configure the service.

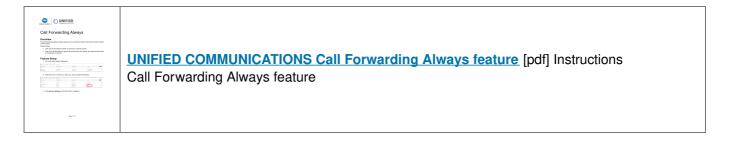


- 6. Configure General Settings and the Forward To number.
  - Is Active Turns on forwarding
  - Is Ring Splash Active Rings the phone once briefly to alert that a call was forwarded



7. Click **Save** to retain changes

### **Documents / Resources**



Manuals+,