

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.

Provisioning	Group Services
<input type="text" value="search"/>	<input type="text" value="search"/>
Delete Group	Auto Attendant
Device Configuration	Call Center

Management	Users
<input type="text" value="search"/>	<input type="text" value="search"/>
Administrators	Conference Room
Announcements	Conference Two

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

Provisioning	Group Services
<input type="text" value="search"/>	<input type="text" value="search"/>
Delete Group	Auto Attendant
Device Configuration	Call Center
Devices	Call Park
Group Services	Call Pickup

Management	Users
<input type="text" value="search"/>	<input type="text" value="search"/>
Administrators	Conference Room
Announcements	Conference Two
Bulk Provisioning	Test One
Business Profile	Test Two

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.

✕

Call Forwarding Always

⚙️

Forward to Phone Number

Is Active

✕

Is Ring Splash Active

✕

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

Edit Call Forwarding Always

✕

General Settings

☐ Is Active

☐ Is Ring Splash Active


Forward To

Cancel

Save

7. Click **Save** to retain changes

Documents / Resources

	UNIFIED COMMUNICATIONS Call Forwarding Always feature [pdf] Instructions Call Forwarding Always feature
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