

HOW TO CALL FORWARD AN EXTENSION

These 'call forwards' apply to an extension number or DDI associated with that extension. If the extension is associated with a GROUP or QUEUE, then the call forward will not apply to the GROUP or QUEUE number and behaviour.

The 'call forward' destinations can be another extension, a group or queue or an off-nett/PSTN telephone number (subject to permissions), to a time control or voicemail.

There are **FOUR** types of call forward:

ALWAYS:

This setting forwards ALL calls to a destination until turned off. The default setting is no action, meaning that the extension will ring when called (not call forwarded).

BUSY:

This setting forwards calls to a destination when the extension is busy. The default destination setting is to own voicemail.

NO ANSWER / TIMEOUT:

This setting forwards calls to a destination when a call has not been answered after a timeout. The default timeout is 20 seconds and default destination setting is to own voicemail.

NOT REGISTERED:

This setting forwards calls to a destination when there is a failure in electrical or network connectivity.

There are different scenarios when you may want to combine the above.

- 1) If you were to go on holiday, and all calls need to go to reception, you could 'ALWAYS' forward calls to reception (extension number/DDI/group or queue number).
- 2) You may want to set your 'BUSY' call forward to a work colleague or an IVR to play them a message while they are waiting or give them the option to leave a message...
- 3) You **should** set your NOT REGISTERED to forward calls to your mobile maybe in case there is internet failure...

There are several ways to implement these call forwards, but the simplest and quickest way is through the device keypad:

Call Forward ALWAYS: To set up call forward, dial *11 followed by the number as you would dial it. i.e. to call forward to 07961-329898 dial *11907961329898 (please notice the '9' for an outside line) and call, OK or √ (depending on device). You will get an audio prompt 'activated'. To cancel call forward ALWAYS, dial **11 and call, OK or √ (depending on device). You will get an audio prompt 'deactivated'.

Call Forward BUSY: To set up call forward, dial *13 followed by the number as you would dial it. i.e. to call forward to 07961-329898 when busy, dial *13907961329898 (please notice the '9' for an outside line) and call, OK or √ (depending on device). You will get an audio prompt 'activated'. To cancel Call Forward BUSY, dial **13 and call, OK or √ (depending on device). You will get an audio prompt 'deactivated'. If you want to call forward BUSY to voicemail, dial *13*791 and call, OK or √ (depending on device).

Call Forward **NO ANSWER /TIMEOUT**: This sets the timeout destination and can be set by dialling *12 followed by the destination number. i.e. to call forward to 07961-329898 as a time-out destination, dial *12907961329898 (please notice the '9' for an outside line) and call, OK or √ (depending on device).

To cancel Call Forward TIMEOUT, dial **12 and call, OK or √ (depending on device). You will get an audio prompt 'deactivated'.

Call Forward **NOT REGISTERED**: To set up call forward, dial *14 followed by the number as you would dial it. i.e. to call forward to 07961-329898 when busy, dial *14907961329898 (please notice the '9' for an outside line) and call, OK or √ (depending on device). You will get an audio prompt 'activated'. To cancel Call Forward BUSY, dial **14 and call, OK or √ (depending on device). You will get an audio prompt 'deactivated'.

The above 'CALL FORWARDS' can be quickly activated/ de-activated with *11/**11, *12/**12, *13/**13 and *14/**14. These will change the call forward of the DEFAULT call forward profile. If these star codes are used to change the default call forward rules, then the default call profile will be activated.

CALL FORWARD **profiles** can be created in Ncontrol or the Admin Portal. They can be accessed through the XML menu on a handset, or through star codes. To access a call profile, dial *10 +n where n is the number of the profile. Up to 9 profiles can be held per extension.