Call Forwarding User Guide

THIS WIKI HAS BEEN UPDATED FOR VERSION 13 OF YOUR PBX GUI

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Overview

The Call Forward module provides feature codes that can be used to control call forwarding. Call forwarding allows conditional forwarding of calls from one user to another.

> There is no "Call Forwarding" module under the GUI menus. Call forwarding is managed at an extension level and through feature codes. Settings are found in the Feature Codes module, the Extensions module, and the Advanced Settings module.

Managing Call Forwarding Feature Codes

A phone user can dial feature codes in conjunction with forwarding numbers to turn call forwarding on or off for different conditions. These feature codes can be viewed and changed through the Feature Codes module. For more information on enabling, disabling, and customizing feature codes, see the Feature Codes Admin User Guide.

- Click Admin in the top menu.
- Click Feature Codes in the drop down menu.
- Scroll down to the Callforward section.
### Conditions

Calls can be forwarded based on condition.

#### Busy

Calls will be forwarded when the user is on the phone or in do not disturb (DND) mode. Also called “CFB” mode.

#### No Answer/Unavailable

Calls will be forwarded if the user doesn’t answer the phone, or if the phone is not available (example: unregistered). Also called “CFU” mode.

#### ALL (unconditional)

Calls will be forwarded regardless of the user’s state. Also called “CF” mode.

### Activating/Deactivating Call Forwarding

#### For a User’s Own Extension

These reflect default codes, which may be changed by the administrator in the Feature Codes module.

<table>
<thead>
<tr>
<th>Code</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>*72</td>
<td>Activate call forwarding ALL</td>
</tr>
<tr>
<td>*73</td>
<td>Deactivate call forward ALL</td>
</tr>
</tbody>
</table>
For Another Extension

You can activate call forwarding for a different extension. Note these codes are used from other internal phones. Enter the code, and when prompted, enter the source and destination.

<table>
<thead>
<tr>
<th>Code</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>*720</td>
<td>Activate call forwarding ALL</td>
</tr>
<tr>
<td>*730</td>
<td>Deactivate call forwarding ALL</td>
</tr>
<tr>
<td>*900</td>
<td>Activate call forward BUSY</td>
</tr>
<tr>
<td>*910</td>
<td>Deactivate call forward BUSY</td>
</tr>
<tr>
<td>*520</td>
<td>Activate call forward NO ANSWER</td>
</tr>
<tr>
<td>*530</td>
<td>Deactivate call forward NO ANSWER</td>
</tr>
</tbody>
</table>

Call Forward Ring Time

“Call Forward Ring Time” is the number of seconds to ring during a Call Forward, Call Forward Busy or Call Forward Unavailable call prior to continuing to voicemail or a specified destination. Setting to Always will not return; it will just continue to ring. Default will use the current ring time set. If voicemail is disabled and there is no destination specified, it will be forced into Always mode.

Call Forward Ring Time can be set on a per-extension basis from the Extensions module, in the Advanced tab for an extension.

- In the top menu click Applications.
- In the drop down menu click Extensions.
- When viewing a new or existing extension, click the Advanced tab.
- Scroll down to the Extension Options section to find “Call Forward Ring Time.”

Call Forward Ring Time Default

“Call Forward Ringtimer Default” is the default time in seconds to try and connect a call that has been call forwarded by the server-side CF, CFU and CFB options. (If your phones use client-side CF such as SIP redirects, this will not have any effect). If set to the default of 0, it will use the standard ring timer. If set to -1, it will ring the forwarded number with no limit, which is consistent with the behavior of some existing PBX systems. If set to any other value, it will ring for that duration before diverting the call to the user’s voicemail if they have one. This can be overridden for each extension.

Call Forward Ringtimer Default can be set from the Advanced Settings module.

- In the top menu click Settings.
- In the drop down menu click Advanced Settings.
- Scroll down to the Dialplan and Operational section to find “Call Forward Ringtimer Default.”