

# CALL FORWARDING

Voice Services users may have access to manage their Call Forwarding service. This service lets users to set up simple forwarding numbers to work *Always*, when you *Don't Answer*, have a *Busy Line*, or when you're *Not Reachable*, allowing calls to reach a number or extension you specify when you can't answer.

## Set Up

1. Sign into the Voice Services Portal website.
2. Open **Settings** (or click on the [View All Features](#) link in the Basic Features card in the Dashboard).
3. Scroll down to Call Forwarding.
4. Click on the adjacent *View/Edit* drop-down arrow.
5. Click on the toggle next to the appropriate Call Forwarding option(s) to turn **ON** or **Off**.
6. **Forward To:** Enter the 10-digit number or extension (no spaces or special characters) in the adjacent Forward To: field for the option(s) selected.
7. **Forward After x Rings:** Use the drop-down menu to select the number of rings before a call is forwarded.
8. Click the **Save** button to submit the changes and close the Edit view.

## Use

Once setup and enabled for use, Call Forwarding may be managed from your device 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