

Call Forwarding

Call forwarding and advanced call forwarding (also known as find me/follow me) can be setup and administered from the web portal.

1. To change your call forwarding settings:
 - a. Click the **Call Forwarding** tab. You will see the following page:

2. To set the duration your phone will ring before diverting the caller to voicemail or before following the **If no response** forwarding rules:
 - Modify the time, in seconds, for the setting **Extension XXXX will ring first for**.
 - The default setting is 20 seconds.
3. To add a forwarding number:
 - a. Click **Add Number**.
 - b. Choose the type of forwarding you want by selecting either "If no response" or "At the same time".
 - c. Fill in the **forward to** field with the number you wish to forward your calls to.

 If you wish to forward your calls to an outside number, you must put a 9 in front of the seven digit telephone number such

If the number where you have forwarded the call has voicemail or an answering machine, you must set the "ring for" value time it takes for the remote voicemail or answering machine to answer (if you wish for the VoIP phone system to send the For most cell phones a value of 17 or 18 seconds is adequate.

- d. You should see a page similar to this:

The screenshot shows the SIPX ECS interface for configuring call forwarding. At the top, there are navigation tabs: Voicemail, My Information, Call Forwarding, Speed Dial, Call History, Agent Availability, Phonebook, and Phones. The 'Call Forwarding' tab is active. On the left, there is a sidebar with 'Call Forwarding' and 'Schedules' options. The main content area shows settings for extension 4676: 'Extension 4676 will ring first for 20 seconds'. Below this, there are dropdown menus for 'Always', 'Enabled', and 'At the same time', followed by 'forward to 5551212 ring for 17 seconds'. There is a 'Delete' link next to the ring time and an 'Apply' button at the bottom. A right sidebar contains explanatory text: 'Add internal extensions, external numbers or SIP addresses to redirect the call before it is sent to user's Voicemail. Calls are forwarded sequentially - if no response or in parallel - at the same time. If call is forwarded in parallel, all extensions ring and the call is transferred to the one that answers first. Each extension can individually be enabled or disabled. Only enabled extensions affect the call forwarding behavior. Disabled extensions are saved for future use. If none of the extensions on the list succeeds, the call is transferred to user's Voicemail. If the user does not have Voicemail permission, the caller hears a busy signal.'

- e. Click **Apply** to save your changes.

Call Forwarding Schedules

Call forwarding schedules allow you to create call forwarding rules that activate at specified times. For example, if you wish for calls to your extension to be directed elsewhere after hours, you can set a schedule to activate call forwarding rules from 5:00 PM to 7:55 AM.

1. To setup scheduling for your call forwarding rules:
 - a. Click the **Call Forwarding** tab.
 - b. Click the **Schedules** link. You will see any call schedules that have already been defined (if any):

The screenshot shows the SIPX ECS interface for configuring call forwarding schedules. At the top, there are navigation tabs: Voicemail, My Information, Call Forwarding, Speed Dial, Call History, Agent Availability, Phonebook, and Phones. The 'Call Forwarding' tab is active. On the left, there is a sidebar with 'Call Forwarding' and 'Schedules' options. The main content area shows a table with columns for 'Schedule' and 'Schedule Description'. There is an 'Add Schedule' link at the top right and a 'Delete' button below the table. A right sidebar contains explanatory text: 'Schedules defined here can be used for time-based call forwarding. You can define several schedules that allow flexible forwarding rules such as find-me / follow-me. Go to the Call Forwarding page to use schedules defined here. When deleting schedules, any forwarding rules associated with the deleted schedules will be switched to Always schedule.'

2. To add a new schedule:
 - a. Click the **Add Schedule** link.
3. Enter a name for this schedule in the **Name** field.
 - a. If desired, enter a description for this schedule in the **Description** field.
 - b. Now you can add time periods to this schedule by clicking **Add Period**. Your page should now look similar to this:

SIPX ECS John Doe | Wed, 05 May 2010 1:44 PM | Home | ? Help | Logout

VoiceMail My Information Call Forwarding Speed Dial Call History Agent Availability Phonebook Phones

Schedule

Name: My Schedule

Description: My Schedule Description

Day: Weekend From: 9:00 AM To: 6:00 PM Delete

OK Apply Cancel Add Period

- c. Change the **Day**, **From**, and **To** fields to meet your scheduling needs.
- d. If you need to specify another period, simply click **Add Period** to add another time period to the schedule.
- e. When you have customized the periods to your preference, click OK. This will direct you to the **Call Forwarding Schedules** page.
1. You now need to apply your newly created schedule to your call forwarding rules.
 - i. Click the **Call Forwarding** link on the left side of the page to return to the call forwarding numbers page.
 - ii. For the numbers you wish to follow your newly created schedule, click the drop down menu **Always** and select your preferred schedule:

SIPX ECS John Doe | Wed, 05 May 2010 1:48 PM | Home | ? Help | Logout

VoiceMail My Information Call Forwarding Speed Dial Call History Agent Availability Phonebook Phones

Call Forwarding

Call Forwarding Schedules

Extension 4676 will ring first for 20 seconds

Always Enabled At the same time forward to 5551212 ring for 17 seconds Delete

My Schedule answers, the call will be forwarded to your voice mailbox.

Apply

Add internal extensions, external numbers or SIP addresses to redirect the call before it is sent to user's Voicemail. Calls are forwarded sequentially - *if no response* or in parallel - *at the same time*. If call is forwarded in parallel, all extensions ring and the call is transferred to the one that answers first.

Each extension can individually be enabled or disabled. Only enabled extensions affect the call forwarding behavior. Disabled extensions are saved for future use.

If none of the extensions on the list succeeds, the call is transferred to user's Voicemail. If the user does not have Voicemail permission, the caller hears a busy signal.