# Incoming Call Settings

In the central panel, you can configure your Incoming Call Settings.

You have a number of options on the Incoming Call Settings panel. You can configure

- how your phones will ring when you receive a call
- how the call should be handled
  - if you do not answer after a specified time
  - if your line is busy.

Once you have made all your changes, you must click **Apply** to save them.

## Configuring how your phone(s) will ring

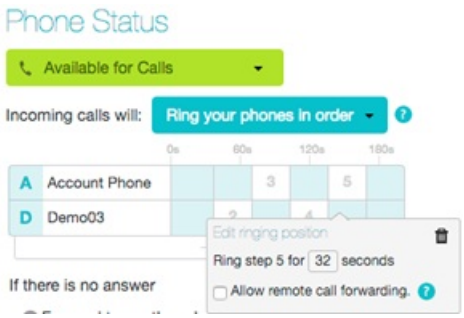
Use the drop-down alongside *Incoming calls will:* to select one of the options.

If you select *Ring your Account Phone*, you will see a box with your account phone number in it. When you receive a call, this is the phone that will ring.

If you select *Ring your phones in order,* you will then be able to configure the order in which your different phones will ring.

In the following example, your account phone would ring first, then your mobile phone and the temporary number, and finally both the account and mobile phones would ring together.

**Configuring ringing order**

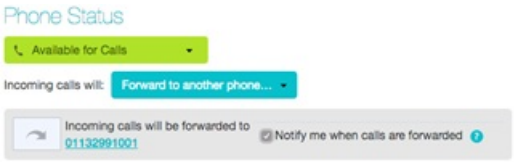



- You can optionally add more phones by clicking the empty panel and either selecting a phone number from a list of saved numbers, or manually entering a phone number. A new row will then be added.
- You can configure up to 6 ringing steps for each of your phones.
- You can change the length of ring for a step.
  - Hover over the timing column or over the marker along the top of the table.
  - Click and hold the handle that appears and drag left to right to change the length of ring.
  - The number indicator on the handle will indicate the current value.
- You can delete a phone from the table by hovering over the name/number field and clicking on the small cross that appears on the right of the name/number.
- When configuring these settings, you will see helpful pop-ups explaining the basics of what can be configured.

If you select *Ring your phones together*, all your phones will ring simultaneously when you receive a call. As on the *Ring your phones in order* option, you can add or delete the phones which will ring. Your phones will ring until you answer one of them, or until another call service kicks in, for example Delayed Call Forwarding, or until the call is rejected or sent to voicemail.

If you select *Forward to another phone*, you can configure the phone that should ring.

**Forwarding incoming calls**

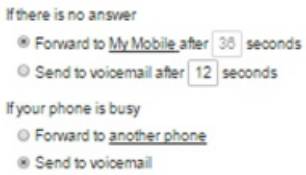



- Click the link to enter the phone number.
- Tick the checkbox if you want to be notified when calls are forwarded.
- If you configure call forwarding here, incoming calls are no longer under Business Call Manager control, so your Delayed or Busy call forwarding settings will be disabled.

# Call forwarding settings

You can also use the Phone Status panel to configure your Delayed and Busy call forwarding settings. If your system supports integrated call forwarding, any changes made here will automatically be replicated on any other devices associated with your CommPortal account.

**Call Forwarding Settings**




- Use the text box to type in the number of seconds that your phone should ring before it is either forwarded to another number or the call is rejected.
  - If you have configured a ringing order for your phones, you must ensure that this is longer than the total length of time set for the ringing sequence.
- Use the radio button to choose what should happen if you do not answer your phone within the configured time.
  - If you choose to forward the call, use the link to set or change the forwarding number.
  - If you do not have a voicemail service, *Send to voicemail* will read *Reject Call*.
- Use the radio button to choose what should happen if you are already on a call when another call comes in.

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