Call Forwarding

- Introduction
- Immediate, Busy and No Answer Call Forwarding using the Handset
- Advanced Call Handling

Introduction

Your phone system supports a number of different types of Call Forwarding.

- Immediate (sometimes called Unconditional) Call Forwarding is where all calls are forwarded to a number of your choice. This can either be to your voicemail (which is the default), another extension in your business or an external number.
- Busy Call Forwarding forwards all calls that are received when you are already on the phone.
- No Answer (sometimes called Delayed) Call Forwarding forwards all calls when you do not answer them after a certain delay.
- Selective Call Forwarding forwards calls from certain numbers to another number.

This section provides instructions on how to set up Call Forwarding using your handset, however the easiest and most flexible way of configuring call forwarding is using **Business Call Manager** in **CommPortal**. See the Business Call Manager section for instructions on doing this.

You will either hear a confirmation tone or an announcement whenever you make a change to your call forwarding settings.

Your phone system may be configured to support Integrated Call Forwarding, allowing you to enable or disable Immediate/Unconditional, Busy or No Answer/Delayed Call Forwarding across all your Pod devices with a single operation on any of your devices, or in your CommPortal account.

Immediate, Busy and No Answer Call Forwarding using the Handset

Enabling

To use your handset to enable Immediate, Busy or No Answer Call Forwarding dial the access code for the type of call forwarding you want to enable.

For example, to use immediate call forwarding to forward all calls, you would dial *72. Depending on the configuration of your phone system this may set up a courtesy call to the number you are forwarding calls to. The system will only enable call forwarding if this courtesy call is answered.

Disabling

To disable call forwarding, dial the disable code for that type of call forwarding.

On some telephone systems, you may be able to dial a single access code to turn off all the Immediate, Busy or No Answer Call Forwarding call services.

Call Forwarding Access Codes

Type of Forwarding	Enable Code	Disable Code
Immediate/Unconditional	*72	*73
Busy	*90	*91
No Answer/Delay	*92	*93
All services	n/a	*94

Selective Call Forwarding using the Handset

The Selective Call Forwarding feature can be configured by dialing *63. This feature provides voice prompts to help you with setting it up.

Remote Access to Call Forwarding

You phone system also supports setting up Call Forwarding remotely using any phone. To use this feature, follow these steps:

1. Dial the remote access to call forwarding number.
2. Enter your full 11-digit phone number followed by #.
3. Enter your remote access to call forwarding PIN followed by #. Note that this PIN is different from your CommPortal password.
4. Enter the access code of the call forwarding service you wish to configure.
5. If you are enabling call forwarding, the system will then provide a broken dial tone. Enter the number you would like calls forwarded to.

Advanced Call Handling

Putting a Call on Hold

You can put a call on hold by pressing the **Hold** Key. You may now replace the handset without cutting the caller off. You can also now make another call while the first call is on hold.

To retrieve the call, press the **R** key or the **Hold** key again or the **Pickup** key. If you've made another call since you put the first call on hold, you'll need to end that call or put it on hold before you can retrieve the first one, using the arrow keys to select the call to retrieve.

Call Waiting

If a second call comes in when you are already on the phone, you will hear a tone and the phone screen will display the details of the second caller.

To answer this second call you should either select the **OK** or **Confirm** key or the **Answer** key, or press the line key which is flashing. Answering the second call will automatically put the first call on hold. You can toggle between the calls by placing the current one on hold and retrieving the other call.

Cancel Call Waiting

If you do not want to be alerted to a second call, you can disable Call Waiting for the next call by dialing an access code before making a call. If you have a IP phone that supports Call Waiting, this access code will disable Call Waiting on the IP phone.

You can also use the same access code during an active call to cancel Call Waiting. If you are in an active call when Three Way Calling is not activated, you must flash-hook first before you dial the access code. Note that you cannot cancel Call Waiting during an active call if you are using a IP phone with its own Call Waiting service.

Transferring a Call

To transfer a call, follow these steps:

1. Press the **Transfer** key or the **Xfer** key – this places the current call on hold.
2. Dial the number of the person you want to transfer the call to.
3. If you want to transfer the call before the other person answers, press the **Transfer** key, the **Xfer** key, or the **Blind** key.
4. Alternatively wait until the person has answered before completing the transfer by pressing the **Transfer** or **Xfer**

Three Way Conferencing

To conference a third person into a regular two-way phone call, follow these steps:

1. When in a regular call, press the **Conf** key or the **Conference** key.
2. Dial the person you want to join your call.
3. Once this person has answered press the **Conf** or **Conference** key again to set up the three way call.

Parking a Call

Parking a call places the call on hold in a "park orbit" so that the call can be retrieved from another phone. Depending on your phone type, there are two ways of parking a call.

1. If you have keys on your phone for parking calls, when in a call press the key of the park orbit where you want the call parked. The call will now be parked and you may now replace the handset.

2. If your phone doesn't have dedicated call park keys, follow these steps:

    - Initiate call transfer by pressing the **Transfer** key or the **Xfer** key.
    - Dial the Call Park access code ***13**
    - Listen to the park orbit number where the call will be parked.
    - Complete the call transfer by pressing **Transfer** or **Xfer**

If you have keys on your phone for parking calls these keys will indicate via a light or icon when a call is parked against that orbit.

Retrieving a Parked Call

Depending on your phone type, there are two ways of retrieving a parked call.

1. If you have keys on your phone for parked calls, pick up the handset and press the key of the park orbit where the call is parked.
2. If you don't have dedicated call park keys lift the handset and dial the Call Retrieve access code *14 followed by the park orbit number.
   For example, to retrieve a call parked on orbit 1, you should dial ***141**.

Do Not Disturb

If you don't want any calls to ring your phone, but instead go straight through to your voicemail, you can enable Do Not Disturb.

If you have a key marked **DND** then press this to toggle Do Not Disturb on and off.

If you don't have a **DND** key then you can dial ***78** to turn Do Not Disturb on, and ***79** to turn it off.

You may be prompted to enter your Call Services PIN before you are able to make a change to your Do Not Disturb setting.