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.

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