

How Do I Forward My Calls To Another Phone Number?

You can setup Pod Connect so all inbound calls are forwarded to different phone number. You can achieve this in 2 different ways:



INFO: You must enter your call forwarding number exactly as you would dial it. If you use 9 for an outside line you must also use this here.

From the CommPortal:

- Login to the [CommPortal](#) with your username (phone number) and password.
- Click on the **Incoming Calls Will** menu and select **Forward to another phone...**

The screenshot shows the 'Phone Status' configuration page. At the top, there are navigation tabs for 'Home', 'Messages', and 'Contacts', along with 'Make Call' and 'Anna Smith' buttons. The 'Phone Status' section includes a dropdown for 'Available for Calls' (set to 'Available for Calls'). Under 'Incoming calls will', a dropdown menu is open, showing options: 'Ring your Account Phone' (selected), 'Ring your phones in order', 'Ring your phones together', and 'Forward to another phone...'. The 'Forward to another phone...' option is circled in red. Below this, there are radio buttons for 'Forward to another phone' and 'Send to voicemail' (selected). A 'Send to voicemail after' field is set to '36 seconds'. An 'Advanced Settings' panel on the right contains checkboxes for 'Forward Selected', 'Reject Selected', 'Distinctive Ringtone', 'Forward if Unavailable', and 'Anonymous Callers'. 'Apply' and 'Cancel' buttons are at the top right of the settings area.

- If this is the first time you have setup call forward you will see the following window. From here you can do either of the following:
 - If you have no numbers saved you can add them to the **frequently used forwarding numbers** them here, enter the full **Phone Number**, then the **Name**.
 - Click **Add**
 - Select **Used a saved number** and the number you have added.
 - Click
 - Or you can just add a one of number in the **Or use a temporary number** box, click **OK**

The 'Select Forwarding Number' dialog box has a title bar. It contains two radio button options. The first option, 'Use a saved number:', is selected and circled in red. Below it is a form with two input fields: 'Number' and 'Name', followed by an 'Add' button. Below this form is explanatory text: 'Add your frequently used forwarding numbers to this list. The saved numbers can be accessed from all the forwarding settings in the Call Manager.' The second option, 'Or use a temporary number:', is also circled in red. Below it is an empty input field. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

- The **Phone Status** page will now change, to either show the phone number or name that you have configured. You must now click **Apply**.

Phone Status

Available for Calls

Incoming calls will: Forward to another phone...

Incoming calls will be forwarded to [Demo Call](#) Notify me when calls are forwarded

If there is no answer

Forward to another phone after 36 seconds

Send to voicemail after 36 seconds

If your phone is busy

Forward to another phone

Send to voicemail

Advanced Settings

- Forward Selected
- Reject Selected
- Distinctive Ringtone
- Forward if Unavailable
- Anonymous Callers

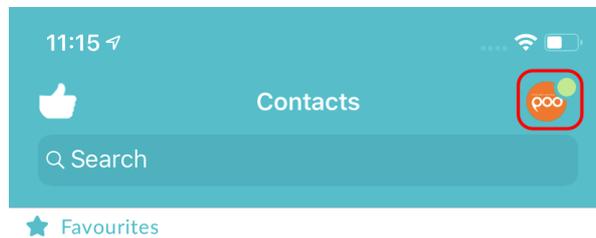
Apply Cancel



TIP: Further information on call forwarding settings can be found in [CommPortal End Guide - Incoming Call Settings](#).

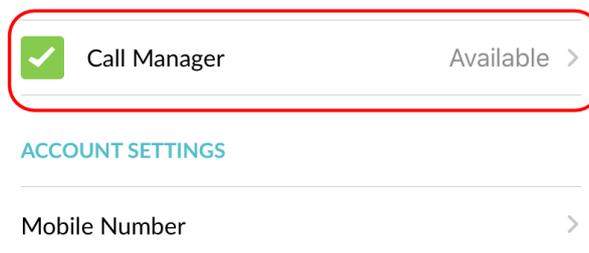
From Pod Connect for Mobile

- From Pod Connect mobile tap on your profile.



When viewing a contact tap the star to add as a favourite.

- Tap on **Call Manager**



- If you don't already have a forwarding number saved you will need to add one. Tap on **Forwarding Number**

Choose which phones you want calls to be sent to:

-  Account Phone only
-  All phones in order
-  All phones together
-  Send to forwarding number

Forwarding number >

- Tap on either **Enter Phone Number** or **Select From Contacts** - After entering a phone number tap on **Save**.

11:17 📶 🔋

Cancel Number **Save**

011329901001 ✕

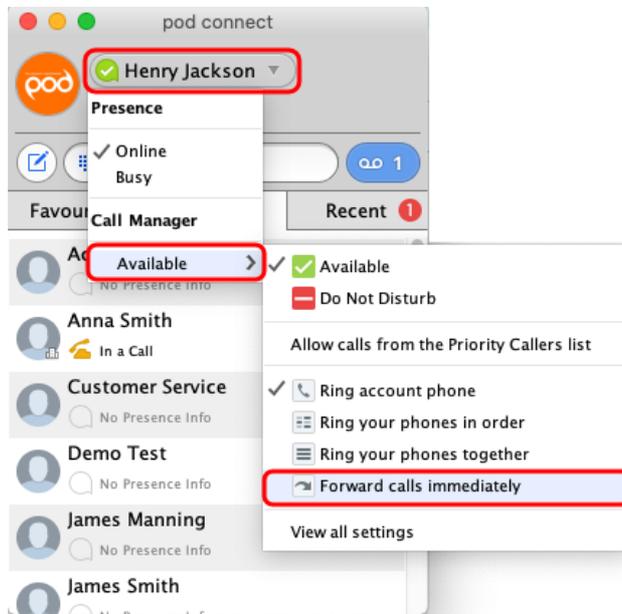
- Now tap on **Send to forwarding number** - Your calls will now be forwarded.

Choose which phones you want calls to be sent to:

-  Account Phone only
 -  All phones in order
 -  All phones together
 -  Send to forwarding number
-
- Forwarding number Santosh Patel (work) >

From Pod Connect for Desktop

- From **Pod Connect for Desktop** click on your **Name** > **Available** > **Forward calls immediately**



- In the popup window enter the phone number you would like all calls to be forwarded to, then click **OK**.



- Your calls will now be forwarded.

🔄 Revision #4

★ Created Mon, Mar 23, 2020 9:26 AM by [Admin](#)

✎ Updated Fri, May 27, 2022 1:07 PM by [Admin](#)