

◆ **CALL FORWARDING INSTRUCTIONS** ◆

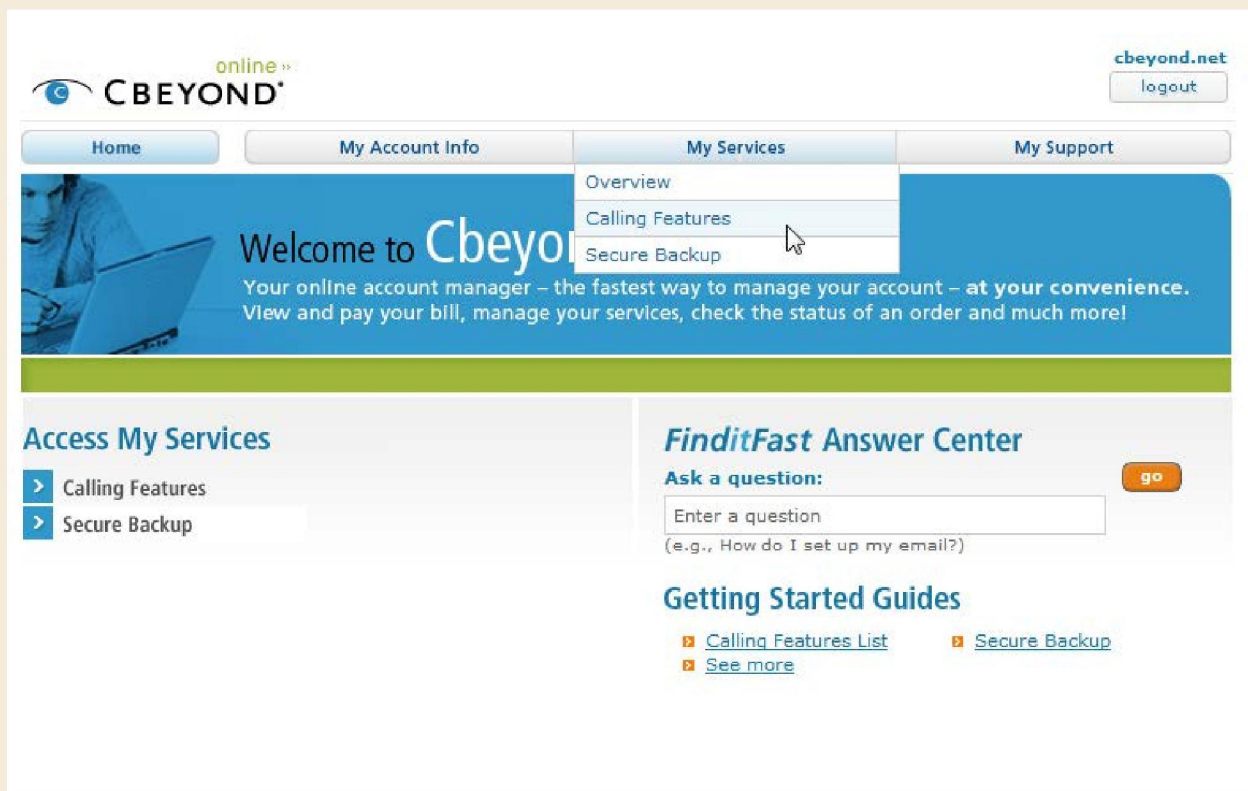
3486 - TotalCloud Phone System Call Forwarding Overview and Setup Instructions

Call Forwarding allows you to forward your calls to another number. You can either always forward your calls or only forward them under certain conditions.

To Always Forward your Calls:

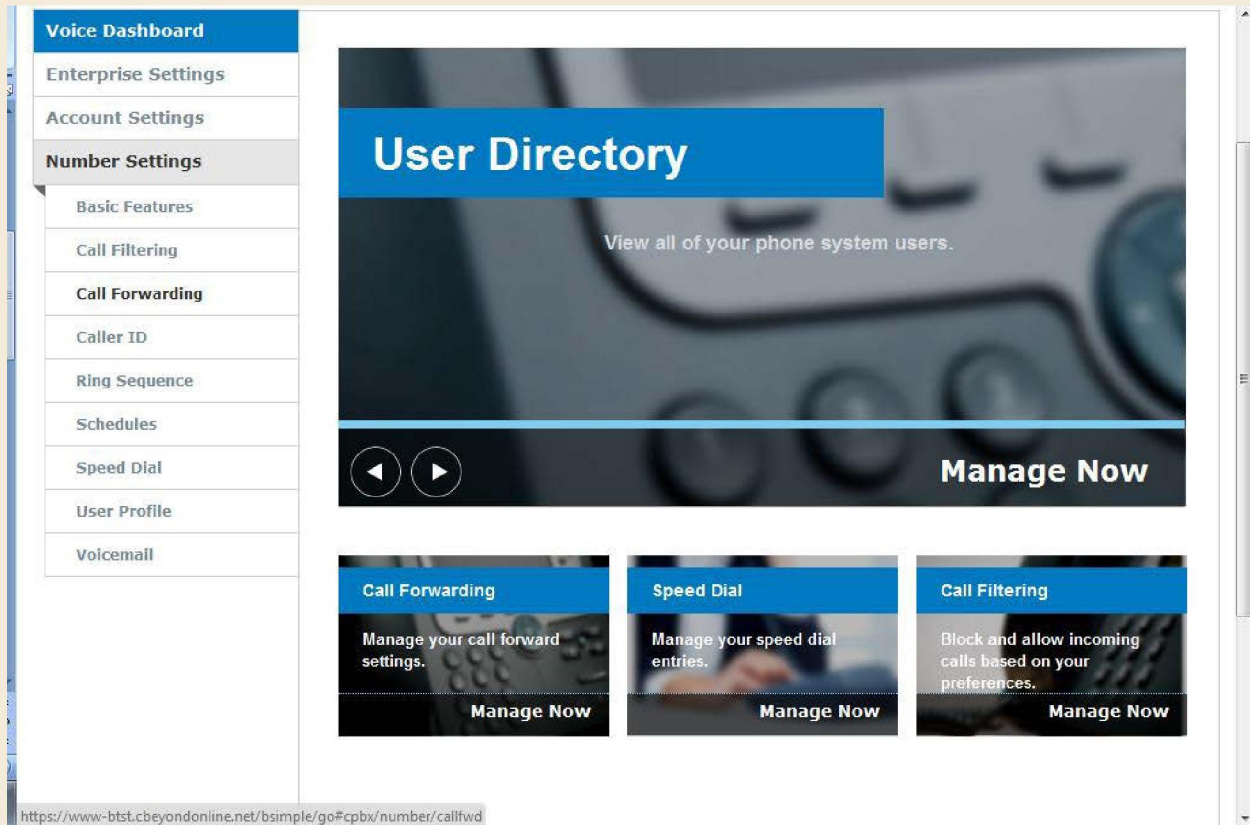
Log into CbeyondOnline

Go to **My Services/Calling Features**.



Go to **Number Settings** and then **Call Forwarding**

◆ CALL FORWARDING INSTRUCTIONS ◆



Select **Always Forward My Calls** and enter the phone number where you want them forwarded.

Check the box if you want a short ring to be played on your phone when calls are forwarded.

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The screenshot shows the CBEYOND Voice Dashboard. On the left is a sidebar menu with the following items: Voice Dashboard (highlighted), Enterprise Settings, Account Settings, Number Settings (highlighted), Basic Features, Call Filtering, Call Forwarding (highlighted), Caller ID, Ring Sequence, Schedules, Speed Dial, User Profile, and Voicemail. The main content area has a header with 'Your Account' (159974(Cory's PBX ATL Location 7)) and 'Your Number' (1014 | (734) 985-2685 | Alpha12 Test12 | 159974(Cory's PBX ATL Loc...)). Below this is the 'Call Forwarding' section with a 'Help' link. The text states: 'Call Forwarding allows you to forward your calls. You can use our [Guided Setup Wizard](#) or for more options, switch to the Advanced View.' There are three radio button options: 'Never Forward My Calls', 'Always Forward My Calls' (selected and highlighted in blue), and 'Forward My Calls Under Certain Conditions'. The 'Always Forward My Calls' option has a 'Forward to: Phone Number' field containing '(876) 678-8765' and a checked checkbox for 'Send a short ring to my phone when calls are forwarded'. The 'Forward My Calls Under Certain Conditions' option has a partially visible configuration area showing 'During certain time periods...' and 'Forward to: 5555551234. Send a short ring to my phone when calls are forwarded.'

Click **Save**

To forward your calls under certain conditions:

Repeat Steps 1-3 from above

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Select Forward **My Calls Under Certain Conditions**

The screenshot displays the CBEYOND Voice Dashboard. On the left is a sidebar menu with the following items: Voice Dashboard, Enterprise Settings, Account Settings, Number Settings (highlighted), Basic Features, Call Filtering, Call Forwarding (highlighted), Caller ID, Ring Sequence, Schedules, Speed Dial, User Profile, and Voicemail. The main content area is titled 'Forward to: 8766788755. Send a short ring to my phone when calls are forwarded.' Below this, there are three sections for setting forwarding conditions, each with a radio button and a toggle switch. The first section, 'Forward My Calls Under Certain Conditions', is selected. It contains three options: 'When my line is busy...' (toggle OFF), 'When there is no answer...' (toggle OFF), and 'During certain time periods...' (toggle ON). Each option has a 'Forward to: Phone Number' field with a placeholder 'e.g. (404) 555-1234'. The 'During certain time periods...' option also includes a checkbox for 'Send a short ring to my phone when calls are forwarded' which is checked. At the bottom, there is a radio button for 'based on an existing schedule:' with a dropdown menu showing 'Kerry 3'.

Voice Dashboard

Enterprise Settings

Account Settings

Number Settings

Basic Features

Call Filtering

Call Forwarding

Caller ID

Ring Sequence

Schedules

Speed Dial

User Profile

Voicemail

Your Account
159974(Cory's PBX ATL Location 7)

Your Number
1014 | (734) 985-2685 | Alpha12 Test12 | 159974(Cory's PBX ATL Loc...)

Forward to: 8766788755. Send a short ring to my phone when calls are forwarded.

☒ **Forward My Calls Under Certain Conditions**

☐ **OFF** When my line is busy...

Forward to:

Phone Number:

☐ **OFF** When there is no answer...

Forward to:

Phone Number:

If there is no answer in rings:

☒ **ON** During certain time periods...

Forward to:

Phone Number:

☒ Send a short ring to my phone when calls are forwarded

☒ based on an existing schedule:

Turn on the features that you desire and enter the number that you would like the calls to be forwarded to. You can forward your calls when the line is busy, when there is no answer, and during certain time periods based on a schedule.

If you select that you want your calls to be forwarded during certain time periods you can either choose to have them forwarded based on an existing schedule or on a new schedule that you can create.

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159974(Cory's PBX ATL Location 7)

Your Number
1014 | (734) 985-2685 | Alpha12 Test12 | 159974(Cory's PBX ATL Loc... ▼

ON During certain time periods...

Forward to:
Phone Number: (555) 555-1234

☒ Send a short ring to my phone when calls are forwarded

☒ based on an existing schedule: Kerry 3 ▼

☐ based on a new schedule: Enter New Schedule

	12a	1	2	3	4	5	6	7	8	9a	10	11	12	1	2	3	4	5p	6	7	8	9	10	11
Su																								
Mo																								
Tu																								
We																								
Th																								
Fr																								
Sa																								

Time Block Add Timeblock

Click **Save** once you have finished

To Never Forward your calls

Repeat Steps 1-3 from above

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Select **Never Forward My Calls**

The screenshot shows the CBEYOND Voice Dashboard. The top navigation bar includes links for Home, My Account, Services, Billing, and Support. The left sidebar contains a 'Voice Dashboard' menu with options: Enterprise Settings, Account Settings, Number Settings (highlighted), Basic Features, Call Filtering, Call Forwarding (highlighted), Caller ID, Ring Sequence, Schedules, Speed Dial, User Profile, and Voicemail. The main content area is titled 'Call Forwarding' and includes a 'Help' link. Below the title, a description states: 'Call Forwarding allows you to forward your calls. You can use our [Guided Setup Wizard](#) or for more options, switch to the Advanced View.' Three radio button options are presented: 'Never Forward My Calls' (selected), 'Always Forward My Calls' (with a note: 'Forward to: 8766788765. Send a short ring to my phone when calls are forwarded.'), and 'Forward My Calls Under Certain Conditions' (with a note: 'During certain time periods... Forward to: 5555551234. Send a short ring to my phone when calls are forwarded.').

Click **Save**