Forwarding calls

You can forward all your incoming calls to any destination of choice.

You can also let the phone system ring some of your phones for a short while and then - if there is no answer - forward calls to voicemail or some other destination of choice.

You configure your call forwarding on the My Settings at sonetel.com.

The company admin can also configure this for you at sonetel.com.

Watch a video explaining all this

You can configure your personal settings in the Sonetel Phone system at sonetel.com. Sign in with your email address and your Sonetel password.

▼ My account details		Help
▲ **Calls to my phone numbers**		Help
First do this	Ring My phones (10 seconds)	Change
If no answer	Forward to (+14568230987)	
▼ **My phones**		Help
▼ **My Preferences**		Help

What can I forward calls to?

You can call, transfer or forward calls to the following types of destinations.

1. **International phone numbers**.
   - With a leading "+". For example +1505123142
   - Or with the **prefix used in your country** for making international calls.
     Users in the US would use the prefix 011 and dial 01146852506010.
     Callers in Europe would use 00 and dial 0046852506010.

2. **Long distance calls** to phone numbers in other local area codes in your country *.
   For example 091-6349421
3. **Local phone numbers** in your area *. For example 5340032
4. **Extension numbers** of any Sonetel user in your company, such as 102
5. **Email addresses** of any Sonetel users such as name@company.com
6. **SIP addresses**
   o In the format anyone@company.com
   o With leading sip: and/or add an IP port number at the end, separated by a colon. For example sip:friend@company.com or sip:friend@company.com:5099
7. **Voice applications**
   o *21 - **Welcome menu**
   o *22 - Admin recording service to update welcome messages, menus etc.
   o *11 - Update your personal **voicemailbox** greeting message.

When you call a local phone number, the phone system assumes that you are calling within your country and telephone area and automatically adds the country and area code entered in your settings to the number you have entered.

Spaces and "-" in phone numbers are accepted and automatically removed by Sonetel Phone System.

In case of SIP calls, Sonetel uses the default IP port 5060 whenever the IP port is not specified by you.

The maximum call length is 3 hours.