CALL FORWARDING INSTRUCTIONS

Set Up Your Call Forwarding

Call Forwarding will forward calls to up to 5 different phone numbers in a specific order of your preference! These calls can ring directly to your forwarded number or iTeleCenter can announce the name of the caller and let you choose to accept the call, transfer the caller to voicemail or record a message to be played to them prior to sending them to voicemail. Once you accept the call, you can forward the caller to another extension or even another phone number. This creates the impression of a single office even if you and your employees work from different geographical locations.

If you are planning to speak Live to your callers, you will need to turn Call Forwarding On. Click **Call Forwarding** in the Manage Settings drop-down on the main menu. Select the Call Forwarding is On option to turn Call Forwarding ON.

There are a couple of settings that determine how calls are forwarded.

- If you want callers to be transferred directly to you without listening to your greeting first, then select **Connect My Caller Directly To Me** in the **When someone calls** drop-down.
- You may want to see the Caller ID of the person who is calling or you may want to see your iTeleCenter number so you know where the call originated. Select the number to be displayed for Caller ID when calls are being forwarded to you in the **Caller ID Display** drop-down.
  - o **My iTeleCenter Number:** Select this option if you want to know when a iTeleCenter call is being forwarded.
  - o **Caller's Number:** Select this option for true caller ID.
  - o **(732) 463-6439:** If your Calling Plan has "Favorites", choose this option, make 732-463-6439 a "Favorite", and you won't use minutes on your calling plan when calls are forwarded.
- The Callers will hear setting determines the recording your caller will hear while the system attempts to forward your call. Select an on-hold music option from the drop-down or upload a Custom music file or message. When you upload a custom file, it will be saved as "Custom" in the Callers will hear drop-down."

To set up your Call Forwarding numbers and schedule:

Follow the directions below to set the number(s) your calls will be forwarded to (in priority order). If the first number is not answered, the second number will be called. Each number listed will be dialed in succession until one is answered. If no call forward number is answered, the caller will be sent to Voicemail.

1. For each priority, enter the telephone number you want your iTeleCenter calls to be forwarded to. You can set the following for each number:

   Extension: Use this text box if your call is being forwarded to a number with an extension.

   If there needs to be a delay before the extension is dialed (because of an automated announcement), enter a comma before the extension number for each second you want to delay the dialing of the extension. NOTE: The call is answered when a call is forwarded to an extension, so the call will not forward to the next priority if an extension is called.

   Call Announcement: To turn call announcement off, uncheck the Call Announcement checkbox. When Call Announcement is off, callers will be connected directly to you when you pick up the phone. To turn call announcement on, check the Call Announcement checkbox. When Call Announcement is on, you will hear the options prior to accepting the call.

   Call Forwarding Schedule: Select the Start Time with an AM or PM setting. Select the End Time with an AM or PM setting. Check the checkboxes for the days of the week that you want call forwarding on for.

   Number of Rings: Enter the number of rings that you would like forwarding to try before calling the next number.

2. Click the Save button to save your entries.