

Call Forwarding via Manager Portal

Scope:

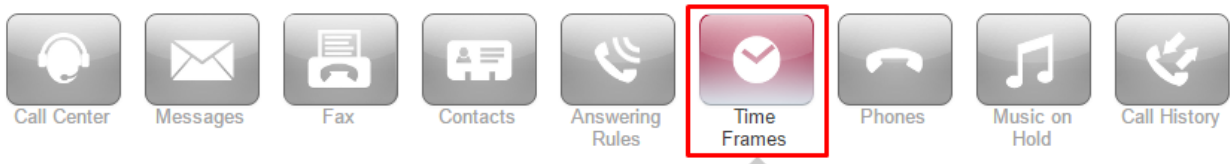
The following steps will allow you to forward your calls from the PBX Portal. These steps will only apply to a single extension.

Requirements:

- Any role access to Manager Portal
- The steps to follow will vary depending on your user role
- You can control outbound caller ID based on the number you enter for forwarding.
- Only setting 10 digits for the forward number will send the caller ID of your office. (i.e. 305111234)
- Prefixing the number with a 1 will send the caller ID of the original caller. (i.e. 1305111234)

Option 1 - Create New Forwarding Answering Rule (Preferred)

1. Using the tabs at the top click on **Time Frames**.



2. Click on **Add Time Frame**.

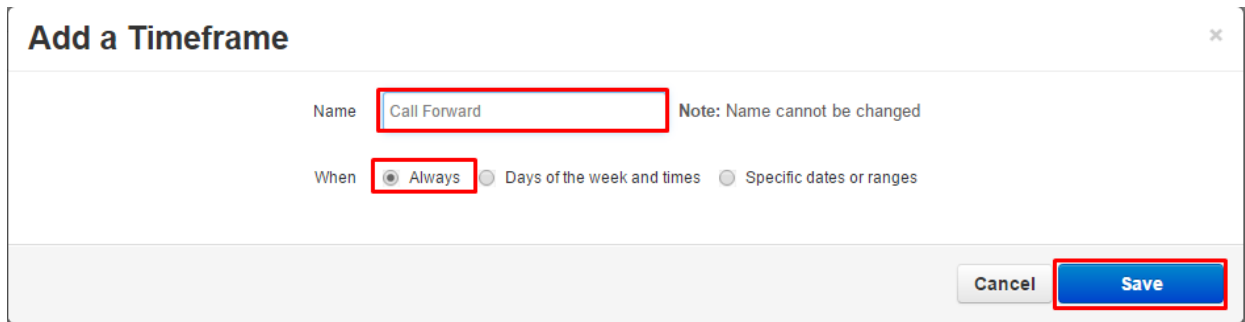


3. Create the new **TimeFrame**

a. **Name** : Call Forward

b. **When:** Always

c. Click **Save**.



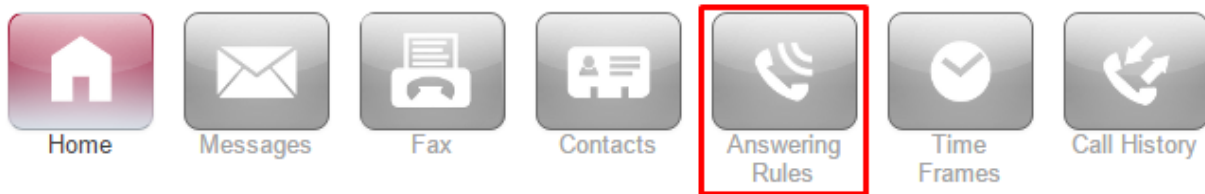
Add a Timeframe

Name Note: Name cannot be changed

When Always Days of the week and times Specific dates or ranges

Cancel Save

4. Using the navigation bar at the top click on **Answering Rules**.



5. Click on **Add Rule**.



6. Complete the new **Answering Rule**

a. **Time Frame**: Select the new rule (i.e. **Call Forward**)

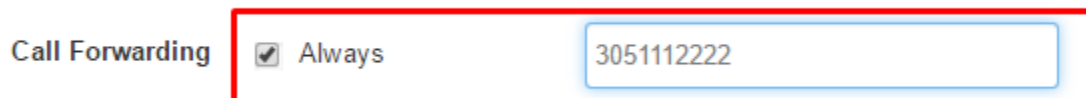


Time Frame 1

7. Select the checkbox for **Always** and enter the number or extension you want to forward to. This can be an internal or external number.

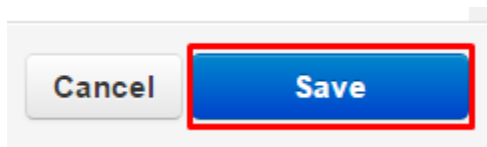
a. 10-digit Phone Number: Overwrites Caller-ID to User's Caller-ID in the portal

b. 11-digit Phone Number(1+): Does NOT overwrites the Caller-ID (Ex. 13051112222)



Call Forwarding Always

8. Click **Save**.

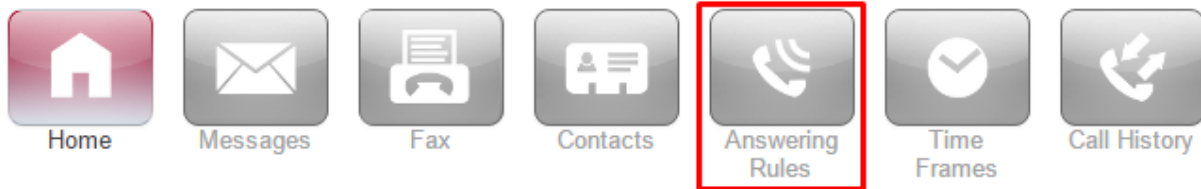


9. Using the up/down arrows at the left of the **Answering Rules** drag the new rule to the top.

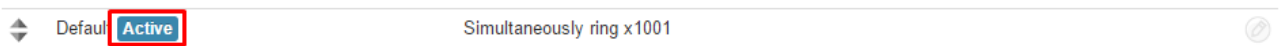
	Call Forward Active	Forward always to (305) 111-2222	 
	Default	Simultaneously ring x1001	

Option 2 - Edit Active Answering Rule

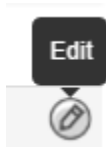
1. Using any web browser log in to PBX Portal
2. Using the navigation bar at the top click on **Answering Rules**.



3. Find the **Active** answering rule. It will have the blue icon.



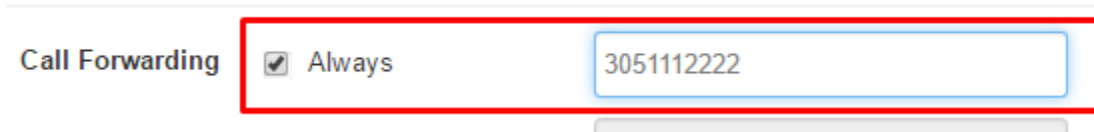
4. Click on the Edit icon at the far right of the rule.



5. Select the checkbox for **Always** and enter the number or extension you want to forward to. This can be an internal or external number.

a. 10-digit Phone Number: Overwrites Caller-ID to User's Caller-ID in the portal

b. 11-digit Phone Number(1+): Does NOT overwrite the Caller-ID (Ex. 13051112222)



6. Click Save



Note: The call forward will only be in effect for as long as the rule is Active.

Unforward Calls

Once you wish to cancel the call forwarding either uncheck **Always** (option 1) or drag the new rule to the bottom (option 2).

