

BUSINESS PHONE SOLUTIONS

Voice Services users may have access to manage their Call Forwarding service. This service lets users bypass the normal "send to Voicemail" rules and set up simple forwarding numbers to work Always, when you Don't Answer, have a Busy Line, or when the line is Not Reachable (outage), allowing calls to be sent to a number or extension you specify when you can't answer.

SET UP

1. Sign into your DriveUC Voice Services Portal website.
2. Click on the **View All Features** link in the Basic Features card in the Dashboard.
3. Scroll down to **Call Forwarding**.
4. Click on the adjacent **View/Edit** drop-down arrow to open the **Edit** settings view.
5. Click on the toggle next to the appropriate **Call Forwarding** option(s) to turn **ON** or **OFF**. (The See Instructions link offers additional help regarding these settings.)
6. **Forward To:** Enter the **extension** or **10-digit phone number** (no spaces or special characters) in the adjacent Forward To: field for the desired option(s).
7. **Forward After Number of Rings:** Use the drop-down menu to specify the number of rings to allow before a call is redirected to the forwarding number you specified.
8. Click the **Save** button to submit the changes and close the **Edit** settings view.



USE

Once setup and enabled for use, Call Forwarding may also be turned On or Off from your VoIP device (E.g.; Desk Phone) using the following Star Codes:

	ON	OFF
Call Forward - Always	*72	*73
Call Forward - Busy	*90	*91
Call Forward - Don't Answer	*92	*93
Call Forward - Not Reachable (Outage)	*94	*95