

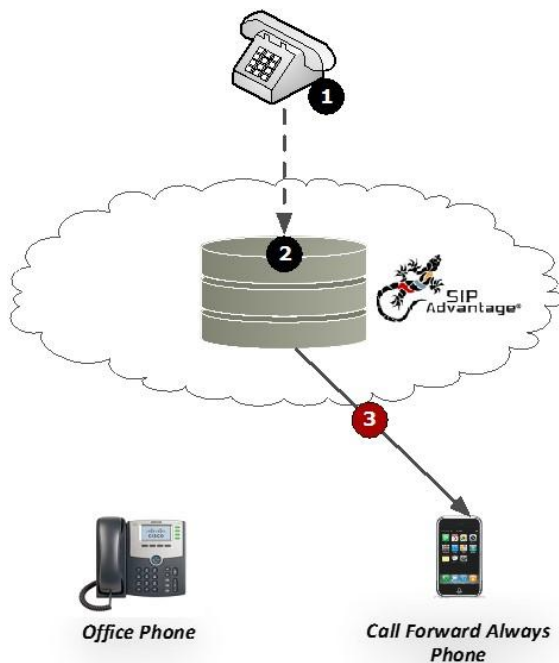
Call Forwarding

Feature Overview

In today's business world, fixed-mobile convergence (FMC) isn't a luxury – it's a necessity. With more and more employees working out of the office, it's becoming increasingly difficult for customers and colleagues to reach these remote workers given the number of different devices and numbers (mobile, office, home) they may be using. In such a disjointed environment, there is a need for a solution that makes communications as seamless as possible – whether an employee is working from the office, on the road or at home. Multiple Call Forwarding options allow users to route calls to a desired location depending on certain criteria. Below are options that one can use to meet the situation at hand.

Call Forward Always

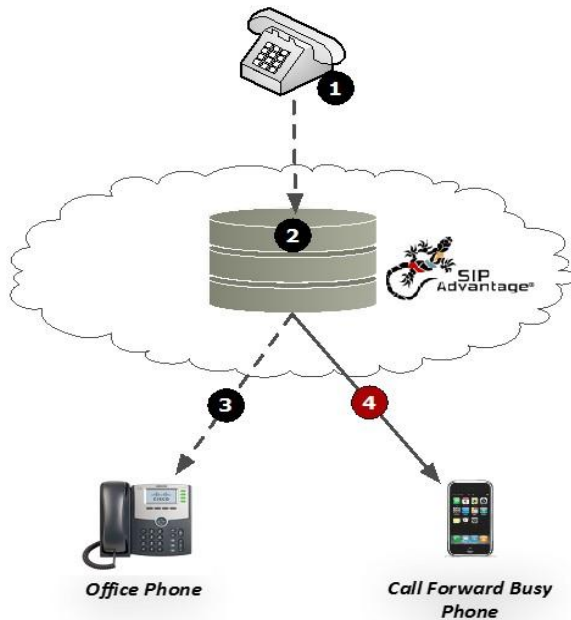
Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number. An optional status indicator is available to identify whether this service is enabled.



1. Caller dials the number to the user's office phone
2. The BroadCloud network receives the call and begins the routing process
3. The BroadCloud network confirms if the user has activated Call Forward Always
4. Call is routed directly to the phone number defined by the user for Call Forward Always

Call Forward Busy

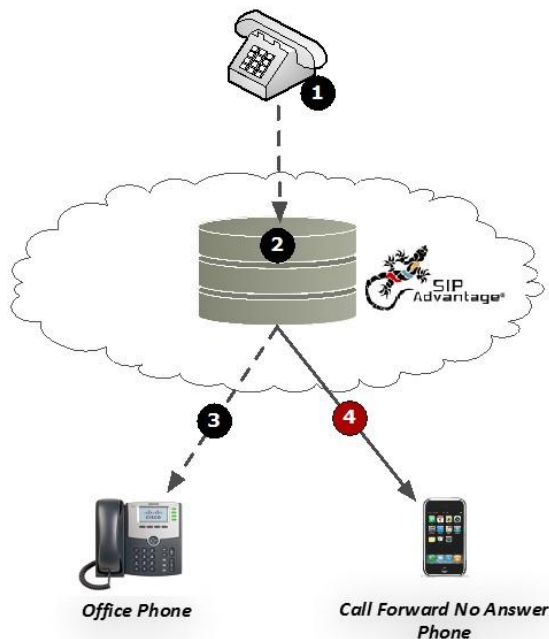
Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. This service is set as a default to forward to the user's voice mail. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number.



1. Caller dials the number to the user's office phone
2. The BroadCloud network receives the call and begins the routing process
3. The BroadCloud network confirms that the user's office phone is currently in use
4. The BroadCloud network confirms that the user has activated the Call Forward Busy feature and the call is routed directly to the phone number defined by the user

Call Forward No Answer

Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. This service is set as a default to forward to the user's voice mail. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding.



1. Caller dials the number to the user's office phone
2. The BroadCloud network receives the call and begins the routing process
3. The BroadCloud network sends the call to the user's office phone. If the call is unanswered after a defined number of rings (defined by the user) then the BroadCloud network confirms the Call Forward No Answer settings
4. Once the defined number of rings is met and the feature is confirmed, the BroadCloud network will automatically forward the call to the defined phone number

Feature Prerequisites

Before the Call Forwarding feature can be used the following conditions must be met:

- At least one inbound number must be available to be assigned to a Call Forwarding station (Premium, Standard, Conference Room, Hosted Square Key, Hosted PRI-User, or Hosted POTS)
- At least one Call Forwarding number must be assigned to the station through the My Site dashboard. Call Forwarding stations are not automatically assigned when the BroadSoft service is provisioned
- When using the Call Forward feature to point calls to an external number, these numbers need to be entered in the My Phone Dashboard under the My Numbers tab

Note: If the number entered as the Forward to number is a long distance number, charges may apply. Also, the Calling plan must be set to allow LD outbound calls.

Using Call Forward

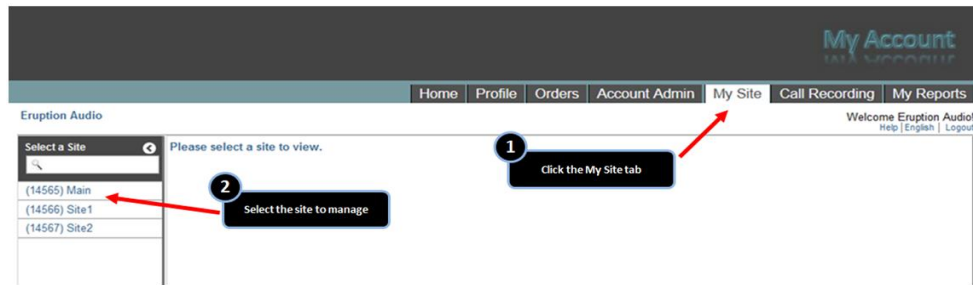
Once a single Call Forward number and station have been assigned to the My Site dashboard and the User has configured the Call Forwarding feature in the My Phone dashboard, the Call Forwarding feature is ready for use. The following sections describe how to configure the Call Forward feature.

Feature Setup

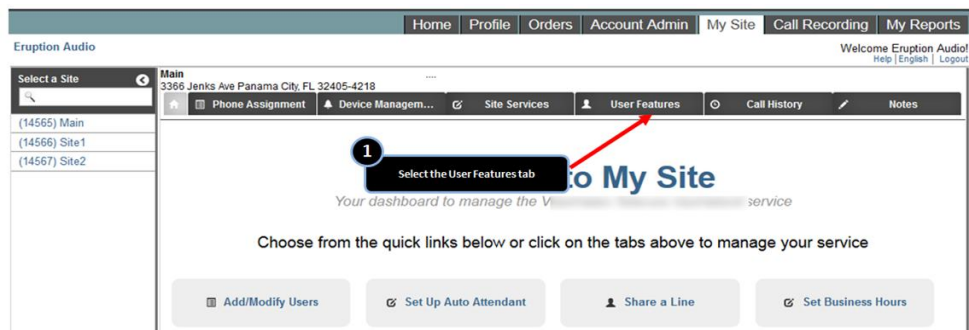
Administrative Setup

To use this service, log in to My Account, and then simply follow the steps detailed below.

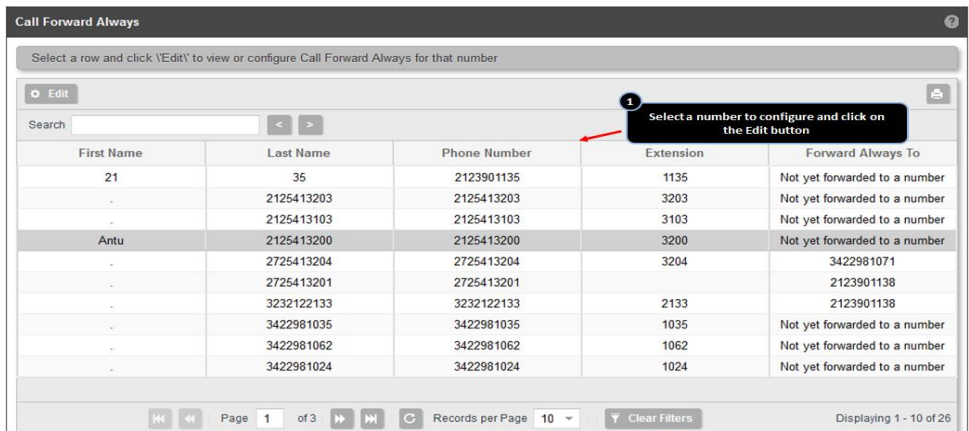
Step 1: Go to My Site and Select a Site



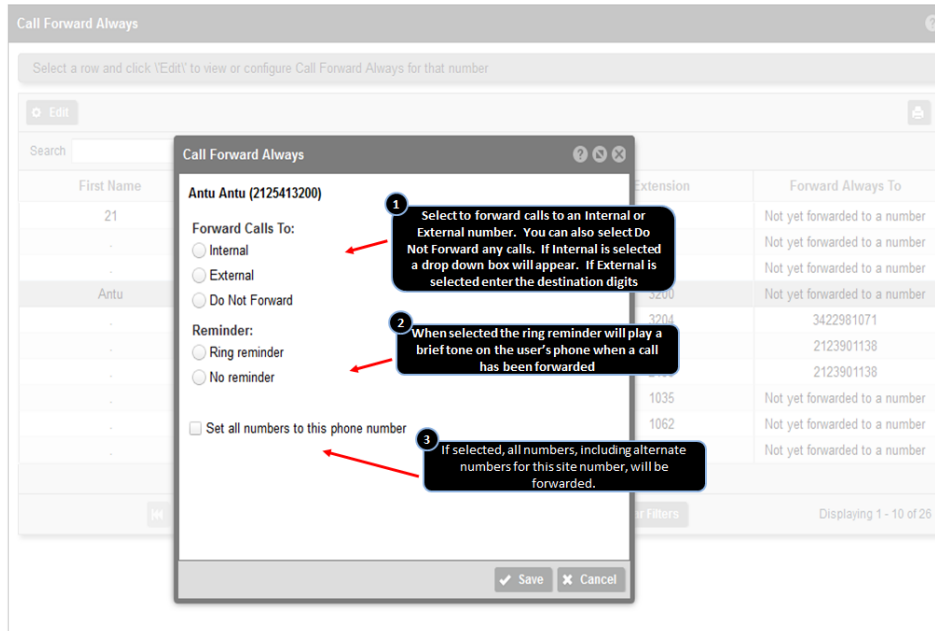
Step 2: Select User Features and then the Sharing tab



Step 3: Call Forward Always – Select the Call Forward Always button and then choose a user to configure



Step 4: Call Forward Always – Determine the number calls will be forwarded to (internal or external)



If Internal, select the number calls should be forwarded to from the drop-down box.
If External, enter the destination digits.

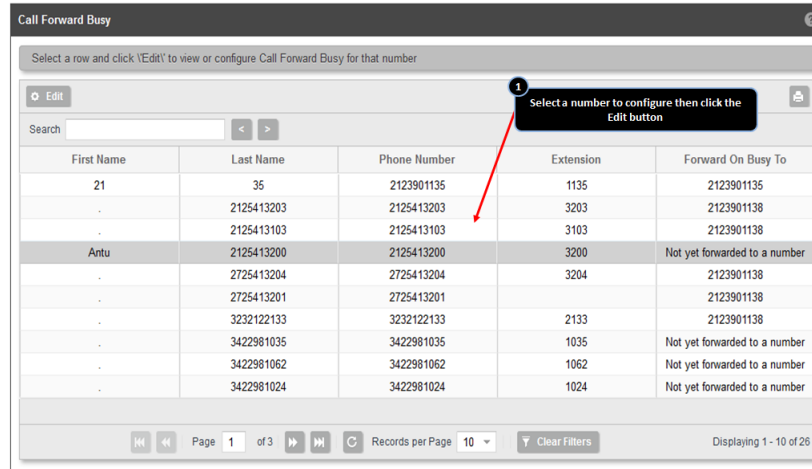
Ring Reminder

When enabled, the ring reminder will play a brief tone on the user's phone when a call has been forwarded. Select No Reminder to disable the tone.

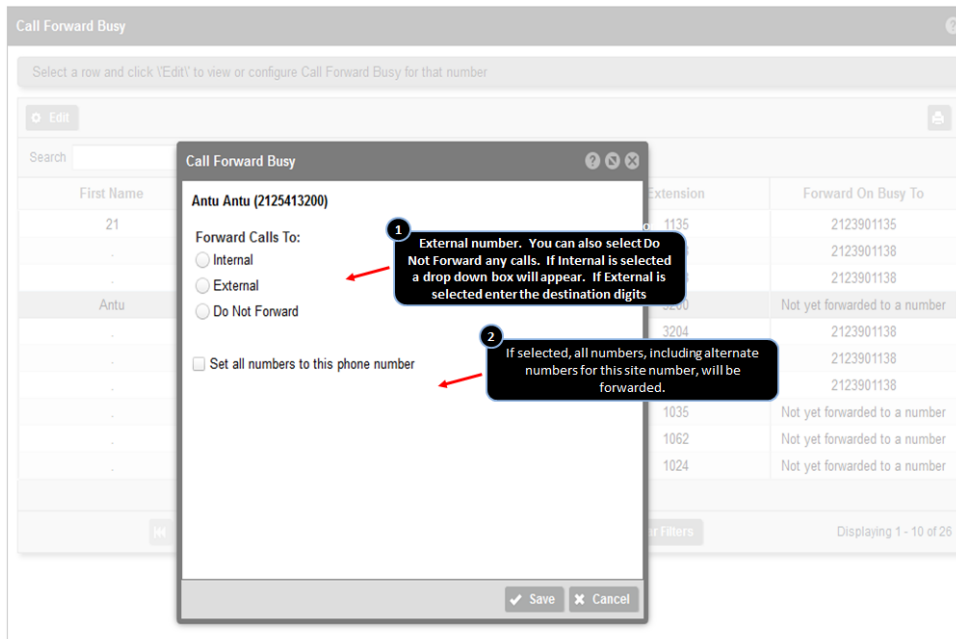
Set all numbers to this phone number

If selected, all numbers, including alternate numbers for this site number, will be forwarded.

Step 1: Call Forward Busy – Select the Call Forward Busy button and then select the number to configure



Step 2: Call Forward Busy – Select an internal number or enter a external number



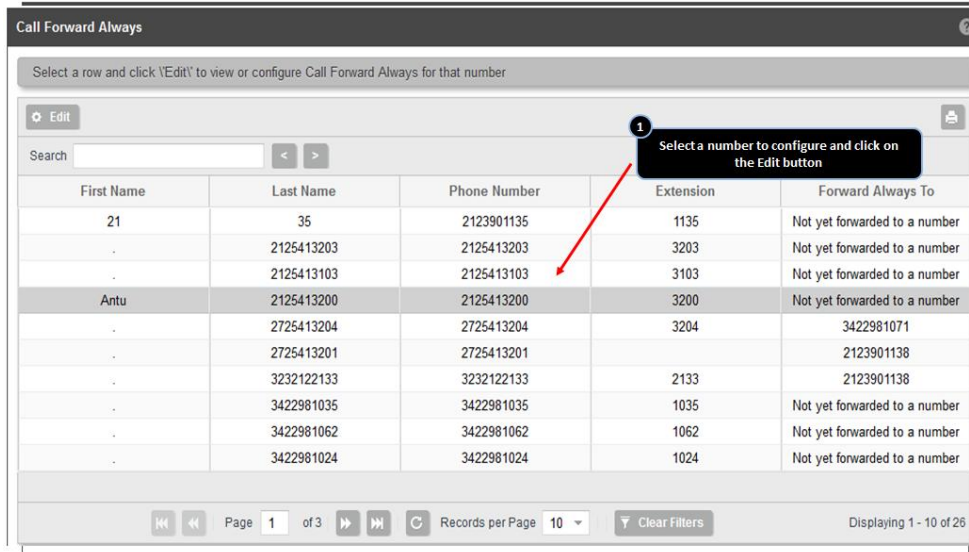
Select the type of destination to which calls will be forwarded.

- If internal, select the number calls should be forwarded to from the drop-down box.
- If external, enter the destination digits.

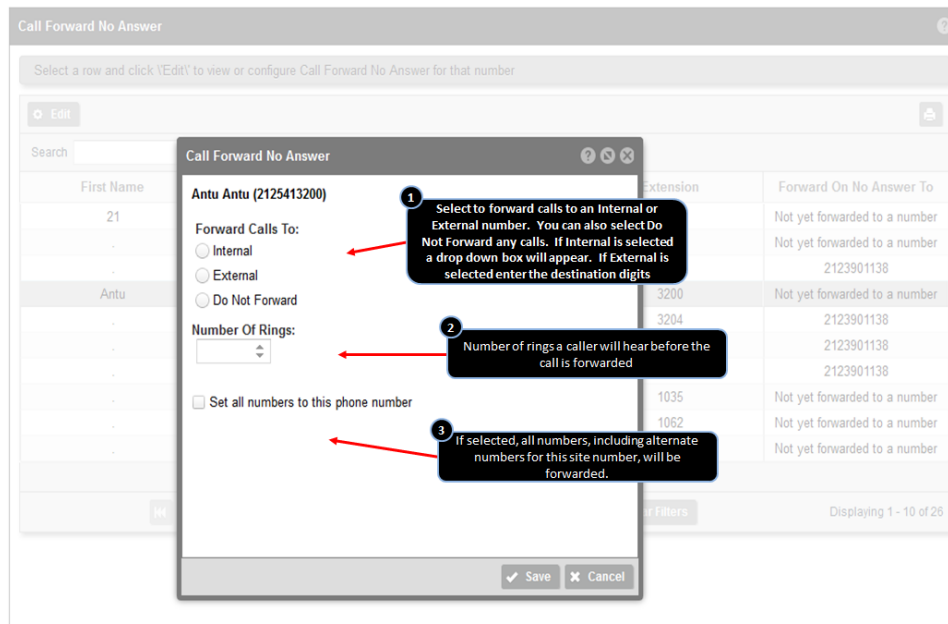
Set all numbers to this phone number

If selected, all numbers, including alternate numbers for this site number, will be forwarded.

Step 1: Call Forward No Answer – Select the Call Forward No Answer button and then select the number to configure



Step 2: Call Forward No Answer – Select an internal number or enter a external number and configure the settings seen below



Select the type of destination to which calls will be forwarded.

- If internal, from the drop-down box, select the number calls should be forwarded to.
- If external, enter the destination digits.

Select the number of rings before forwarding.

- Use the up and down arrow keys to select the number of rings that a caller will hear before the call is forwarded.

Set all numbers to this phone number.

- If selected, all numbers, including alternate numbers for this site, will be forwarded

Feature Setup

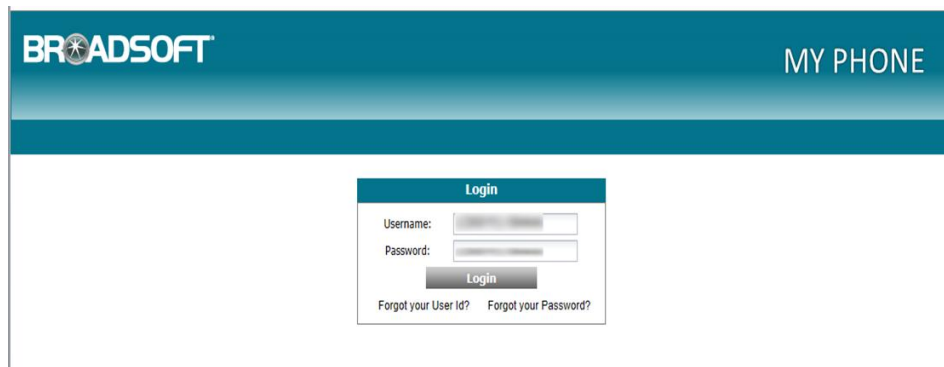
End User Setup

The Call Forward feature is automatically available to all user stations, and feature control is located in the My Phone dashboard. To configure the Call Forward feature, the user must choose an internal or enter an external number to forward calls to (a minimum of one number must be assigned by the user to enable the feature).

Two types of call forwarding can be set up from the My Phone dashboard:

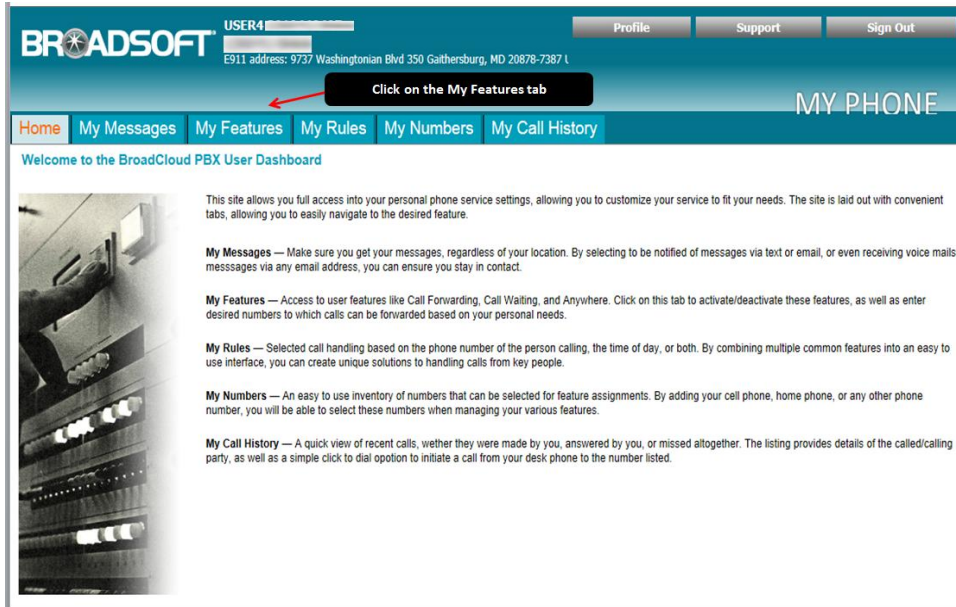
- Forward All Calls: Forwards all incoming calls to the destination you choose.
- Forward Unanswered Calls: Forwarding only occurs when you are away from or not answering your phone

Step 1: Log in to My Phone

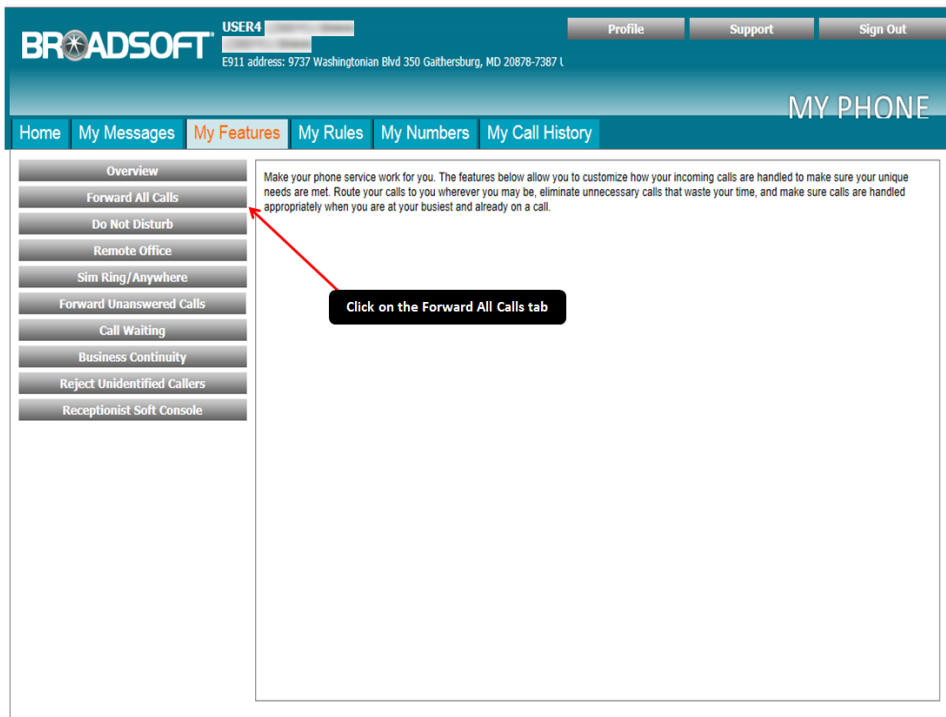


The screenshot shows the Broadsoft My Phone login interface. At the top, there is a teal header bar with the Broadsoft logo on the left and the text 'MY PHONE' on the right. Below the header, centered on the page, is a white login box with a teal title bar that says 'Login'. Inside the login box, there are two input fields: 'Username:' and 'Password:'. Below these fields is a teal 'Login' button. At the bottom of the login box, there are two links: 'Forgot your User Id?' and 'Forgot your Password?'.

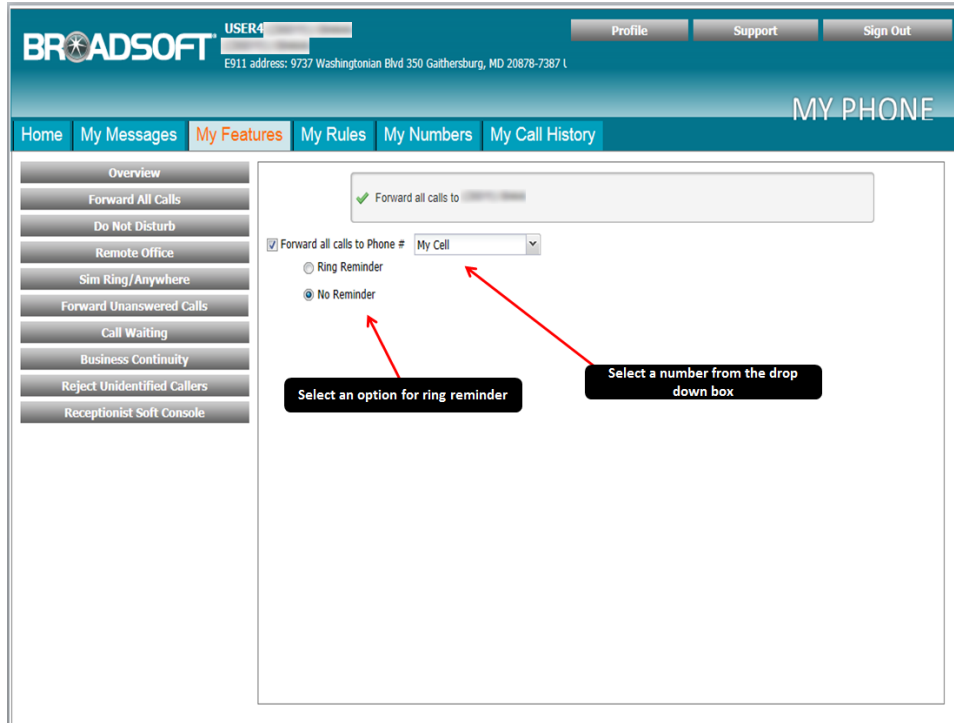
Step 2: Go to the My Features Tab



Step 3: Go to the Forward All Calls Feature Window



Step 4: Configure your Forward All Calls Settings



Enable/Disable Call Forwarding

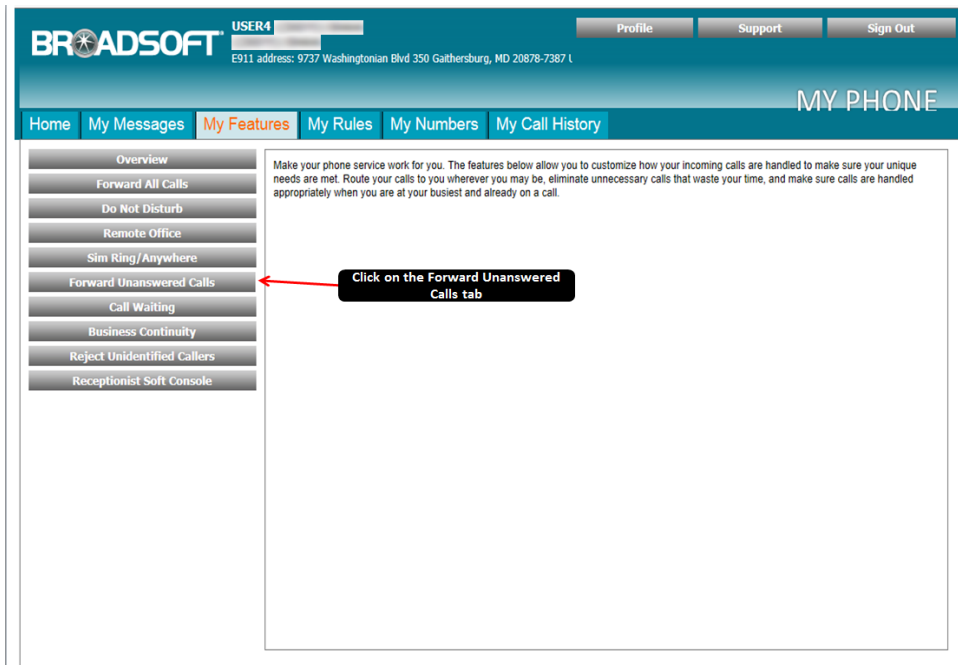
- To enable call forwarding for all calls, check the Forward all calls to phone # box. To disable, uncheck the Forward all calls to phone # box.
- From the drop-down menu, select the destination to which the calls will be forwarded.

Enable/Disable Ring Reminder

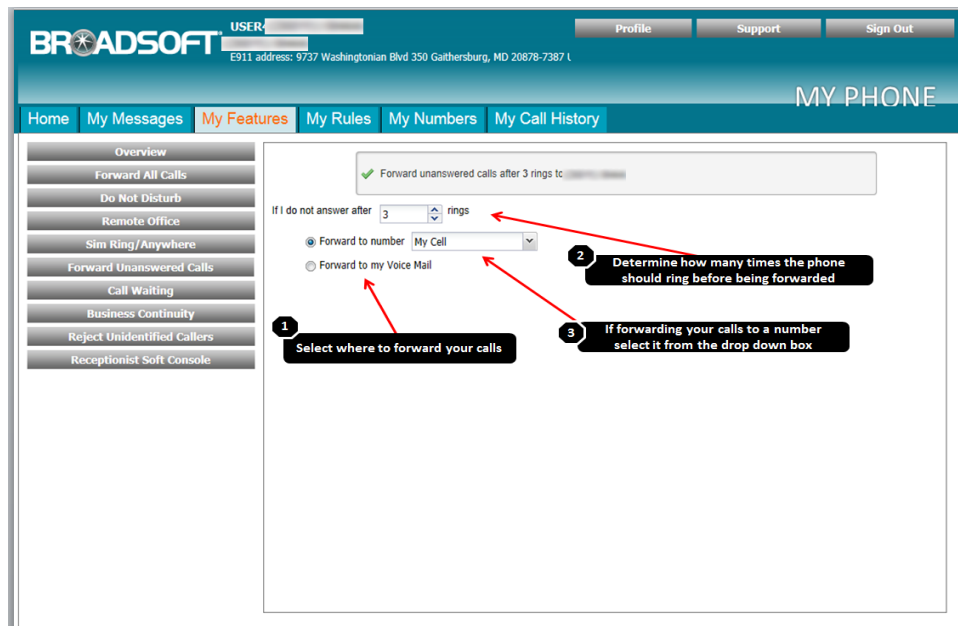
When Call Forward Always is enabled, the ring reminder will play a brief tone on your phone when a call has been forwarded.

- To enable this feature, select the Ring reminder button.
- Select No reminder to disable the tone.

Step 1: Setting up your Forward Unanswered Calls



Step 2: Configure your Forward Unanswered Calls tab



Enable call forwarding of unanswered calls.

- Enter the number of rings the caller will hear before forwarding, or select from the drop-down menu.
- From the drop-down menu, select the destination to which calls will be forwarded.

Disable call forwarding of unanswered calls.

- Select Forward to my Voice Mail.