



[Base de conocimiento](#) > [Number Settings](#) > [Call Forwarding](#)

Call Forwarding

Mike Johnstone - 2024-04-24 - [Number Settings](#)

Call Forwarding

Control your incoming Call Flow when you're away or busy with a permanent call forward. Use time schedules to give you more flexibility, for example, have your calls forwarded straight to your mobile during the day with an after-hours forward to your after-hours voicemail box.

1. Log into your account.
2. Select **Switchboard**.
3. Select number.
4. Select **Inbound**.
5. Toggle **Forwarding**.
6. Set your **Call Forwarding** preferences including numbers and time schedules.
7. Click **Save** to update your settings.

Note: When forwarding a call to a mobile number you will be charged for an outbound call at the rates of your current plan.

Forwarding ^

Forwarding

Forward

Number

Active

[+ Add](#)

Preserve CLI

GEOGRAPHICAL FORWARDING

Geo forward

Area

Number

Active

[+ Add](#)

Geographical Forwarding

When you enable the Geographical Forwarding feature, every time you receive calls from a specified area, the

calls will be forwarded to the chosen phone number.

It is an extremely useful feature when for example, the company operates in New York and in California and you have one main phone number. In this case, you can set incoming calls from NY to be forwarded to a specified number during your after-hours schedule.

Enable Geographical Forwarding

1. Select an Area.
2. Select the number you wish to have those calls forwarded to.
3. Select in which time schedule this forwarding will be activated.

After-Hours Voicemail

Use the **Forward when unavailable** to set up a separate after-hours voicemail message. This will require an additional number for the voicemail service.

1. Log into your account
2. Select **Switchboard**.
3. Select number.
4. Select **Inbound**.
5. Toggle **Forwarding**.
6. Set the Forward to **"When unavailable"** to a number that has the after-hours voicemail setting on.
7. Define your unavailable hours under the time schedule setting (this can be located by selecting "Preferences", under Switchboard, and toggling Time Schedules to nominate your desired time schedules).
8. Click **Save** to update your settings.

I want to forward my calls only in special cases

You can choose to have a general call forwarding ruleset to be followed in all situations. Or, if you select only for special cases different rulesets can be created for when you don't answer, when your phone is offline and when you are on a call.

- **Always:** Choose when you want call forwarding to be always active.
- **When unavailable:** Choose whether to send any calls received whilst offline or unavailable to your voicemail or to another phone number/ user or group.
- **When busy:** Here you can choose how long the call will wait for you to be finished with the call you are currently making and whether to send the call to your voicemail or to another phone number/user or

group.

- **When offline:** Choose whether to send any calls received whilst offline or unavailable to your voicemail or to another phone number/ user or group.
- **Turn off for now:** Turn off the Call Diversion option.

Note: Different rulesets are set in the following priority: 1. Always 2. Busy/Unavailable 3. Offline