

# Call Forwarding

Call Forwarding allows you to redirect all calls to another telephone number so your calls can follow you wherever you go. It reduces missed calls, eliminates waiting for important calls and adds an extra measure of security while you're away from your desk.

## Setting up Call Forwarding using an Account Phone:

### To Activate Service:

1. With the phone on the hook dial **\*72** followed by the **10-digit number** you want to forward the call to. (EX: \*721235550000)



#### \*71 Option

\*72 creates a standard forward, where the call is forwarded to the entered number. You can use a **\*71** code to enable a dual-ring forward. With a dual-ring forward, **the call will ring both the forwarded number and the main Poly phone extension.**

2. Press the **Dial** soft key to start the dial process.
3. The phone will produce an ascending 2-tone and end the call. Calls are now forwarded to the new number.



#### Ascending 3-tone error

If you receive a 3-tone error that slides up it is likely that you already have forwarding for that number enabled/disabled or insufficient privileges for that extension. At that point, you would need to make adjustments in the NocTel web interface.

### To Deactivate Service:

1. Dial \*73
2. Press the **Dial** soft Key.
3. The phone will produce a descending 2-tone and end the call, you should now receive calls back to the original phone.

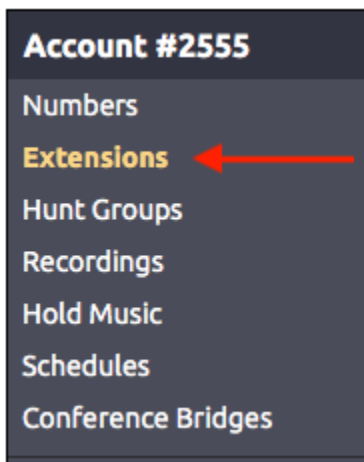
### Toggling Call Forward:

After dialing the full forwarding code (ie \*721231115555) and deactivating it using \*73, you can simply dial \*72 to have the number forwarded again to the last number used in the forwarding code. The \*72 and \*73 now work as a toggle.

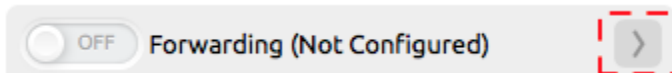
## Setting up Call Forwarding using the Control Panel:

### To Activate Service:

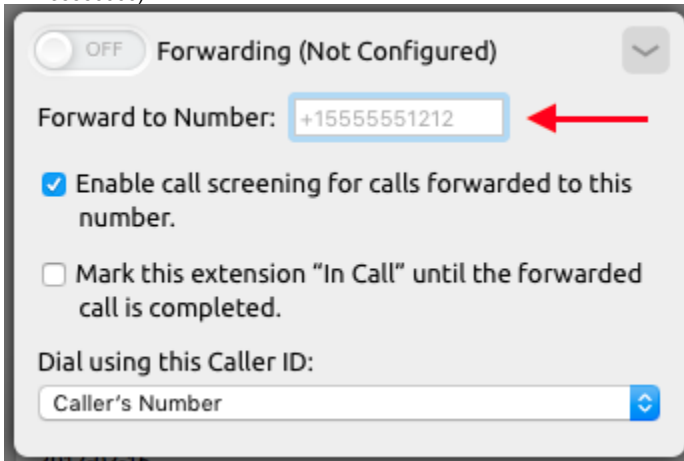
1. Log into a NocTel Account.
2. Click on **Extension** in the main menu on the left-hand side.



3. Click on the extension which will have call forwarding enabled.
4. Locate the forwarding control section and click on the arrow (>) to expand the area.



5. In the **Forward to Number** box type the number including **+1** and the **10-digit** telephone number of where calls will be forwarded. (EX: +1235550000)



Forwarding (Not Configured)

Forward to Number: +15555551212

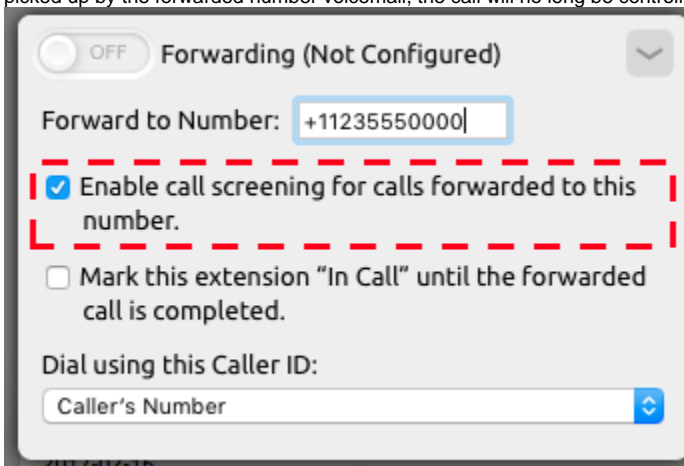
☒ Enable call screening for calls forwarded to this number.

☐ Mark this extension "In Call" until the forwarded call is completed.

Dial using this Caller ID:

Caller's Number

6. Click the check box for **Enable call screening for calls forwarded to this number**. This feature is recommended to be enabled, in case the extension is used as a part of a hunt group or menu option within another extension. If this option is not selected and a call is forwarded and picked up by the forwarded number voicemail, the call will no longer be controlled by the inbound behavior of the preceding extension.



Forwarding (Not Configured)

Forward to Number: +11235550000

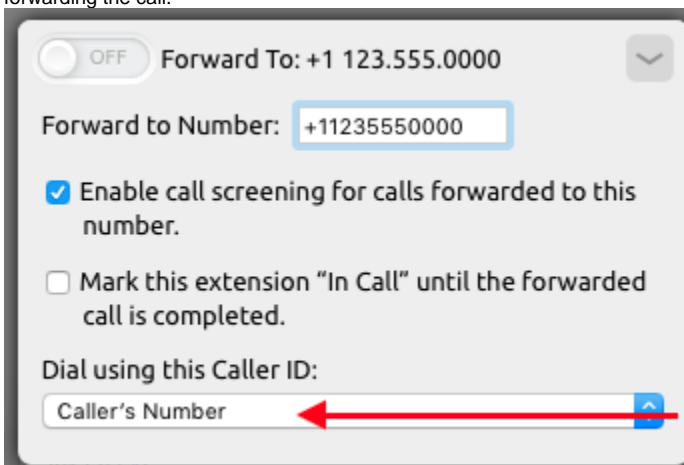
☒ Enable call screening for calls forwarded to this number.

☐ Mark this extension "In Call" until the forwarded call is completed.

Dial using this Caller ID:

Caller's Number

7. Check the box for **Mark this extension "In Call" until the forwarded call is completed** IF you want the extension to show as busy when calls connected to the forwarded number
8. You can change caller ID for the forwarded call by using the drop-down box under **Dial using this Caller ID**. Any number listed in the account can be selected for the forwarded call's caller ID. Default is set to use the **Caller's Number**, this will use the dialing party's caller ID when forwarding the call.



Forward To: +1 123.555.0000

Forward to Number: +11235550000

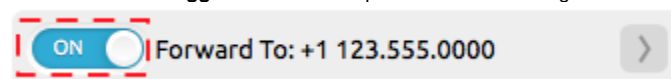
☒ Enable call screening for calls forwarded to this number.

☐ Mark this extension "In Call" until the forwarded call is completed.

Dial using this Caller ID:

Caller's Number

9. Click the **ON/OFF toggle** switch in the top left of the Forwarding area to turn the forwarding feature for the extension on.



ON Forward To: +1 123.555.0000

10. Click outside the Forwarding area to save the settings

To Deactivate Service:

1. Log into a NocTel Account.
2. Click on **Extension** in the main menu on the left-hand side.
3. Click on the extension which will have call forwarding enabled.
4. Locate the forwarding control section and click the **ON/OFF toggle** to the off position. Call forwarding is now off, you should now receive call back to the original phone.



## Call Forwarding to an International Number:

Calls can be forward to international numbers using the following format: 011+COUNTRYCODE+NUMBER.

Please note the following:

- International dialing must be enabled for the account.
  - To check if international is enable on the account go to: control panel >> **Account Preferences** >> **General Setup** >> **Phone System Tab**. Look for the International Long Distance check box in the Advanced Dialing Configuration section. Contact support if the box is not checked.
- International calls are subject to a surcharge. Rates can be found in the control panel under **Reports & Billing** >> **Rates**.
- If a hunt group is used to send calls to a virtual extension with the forward number, the hunt group option "Force all members to ring regardless of availability" must be checked.

## Related articles

- [Call Forwarding](#)
- [Vertical Service Codes \(Star Codes\)](#)