Log in to the Individual User CommPortal

(or access the individual user settings from the Admin portal)

Admin - Click “Actions,” then “View Individual Settings”

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Select the "Forward if Unavailable" hyperlink on the right of the page.

A phrase will appear: "If your phone is unavailable, calls will be forwarded to another phone."

Click on the another phone hyperlink.
A separate window will appear.

Input the phone number in the "Number" field, and then label that number in the "Name" field.

Then click "Add"
Then click "OK"

Once satisfied, click "Apply" to ensure that all changes are implemented

Now if your phone is unplugged or if you lose internet/power, calls will be forwarded to the number specified