



Setting up "Forward If Unavailable"

Business Seat

Log in to the Individual User CommPortal

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

Home Messages and Calls (2) Contacts Make Call Business - Rody

Phone Status

Available for Calls Apply Cancel

Incoming calls will: Ring your Account Phone

A Account Phone (617) 249 9969

If there is no answer

- Forward to rody after 18 seconds
- Send to voicemail after 24 seconds

If your phone is busy

- Forward to another phone
- Send to voicemail

Advanced Settings

- Forward Selected
- Reject Selected
- Distinctive Ringtone
- Forward if Unavailable
- Anonymous Callers

Your Services

- Call Settings
- Message Settings
- Notifications
- Reminders
- Account Codes

Admin - Click "Actions," then "View Individual Settings"

Business Group Admin Portal Executive

Users in Department:

View All

Move selected to: --Select Department-- Move

Telephone Number	Ext.	Name	Department	Actions
(617) 249 9931		Sales Customer Training HPBX Group Admin	bob	Actions
(617) 249 9932	9932	Lauren	Caroly	View individual settings
(617) 249 9933		Lauren Customer Training HPBX Group Admin	Caroly	Edit personal details
(617) 249 9936		Adam- Base Customer Training HPBX Group ...	store	Reset line
(617) 249 9937		Lauren New Employee Customer Training HP...	store	Unlock account
(617) 249 9938		Executive Customer Training HPBX Group A...	Carolyn's Lcoa...	Actions
(617) 249 9941		Base	Manager	Actions
(617) 249 9942		BOB	Store 1595	Actions
(617) 249 9943		Executive Customer Training HPBX Group A...	Store 1595	Actions
(617) 249 9968		Basic - Rody	Rody Dept.	Actions



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

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Account Phone
(617) 249 9969

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Advanced Settings

- [Forward Selected](#)
- [Reject Selected](#)
- [Distinctive Ringtone](#)
- [Forward if Unavailable](#)
- [Anonymous Callers](#)

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

Click on the another phone hyperlink

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Status

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Is will: Ring your Account Phone ▼

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) 249 9969

answer

d to rody_after 18 seconds

voicemail after 24 seconds

e is busy

d to another phone

voicemail

Advanced Settings

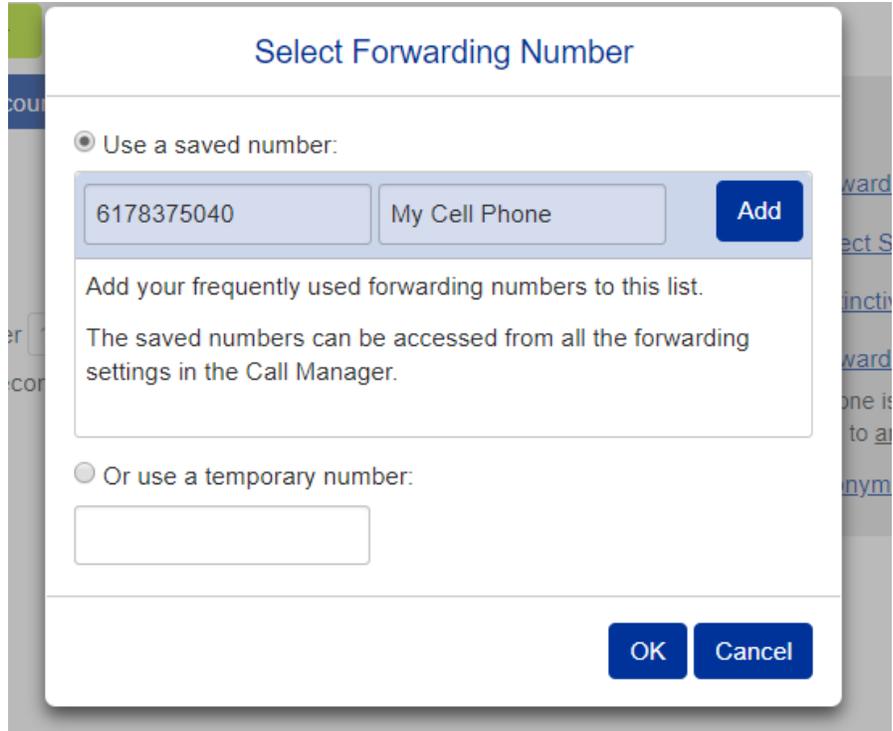
- [Forward Selected](#)
- [Reject Selected](#)
- [Distinctive Ringtone](#)
- [Forward if Unavailable](#)

If your phone is unavailable calls will be forwarded to another phone

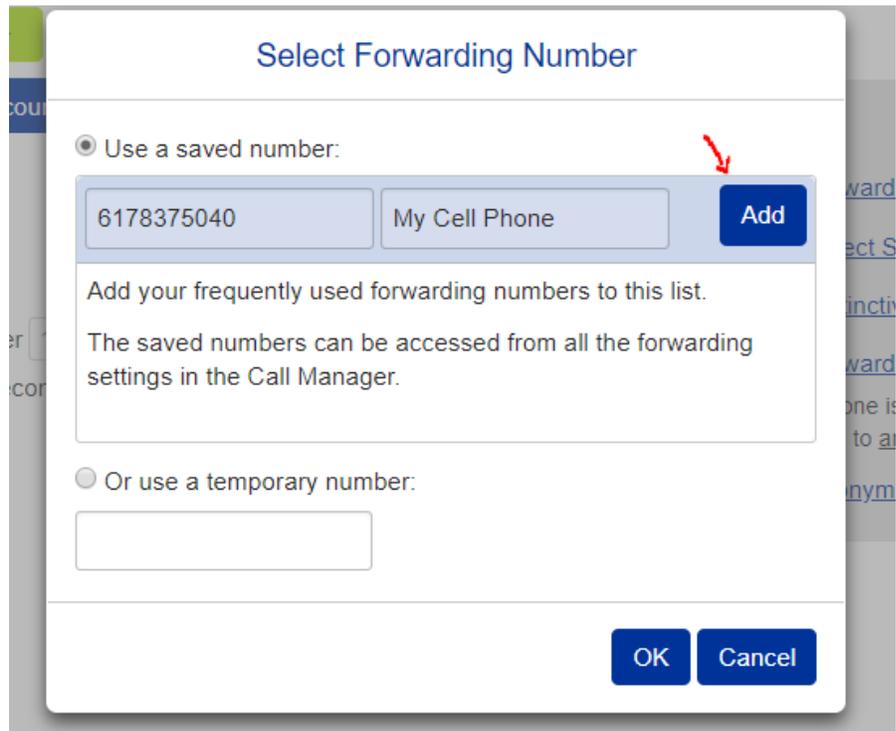
- [Anonymous Callers](#)

A separate window will appear

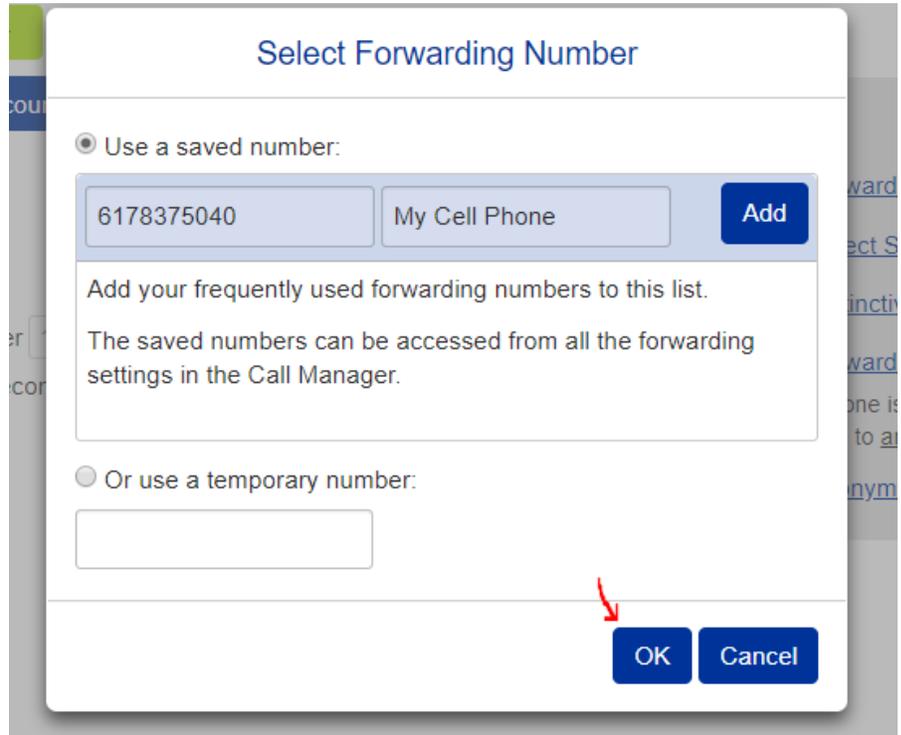
Input the phone number in the "Number" field, and then label that number in the "Name" field



Then click "Add"



Then click "OK"



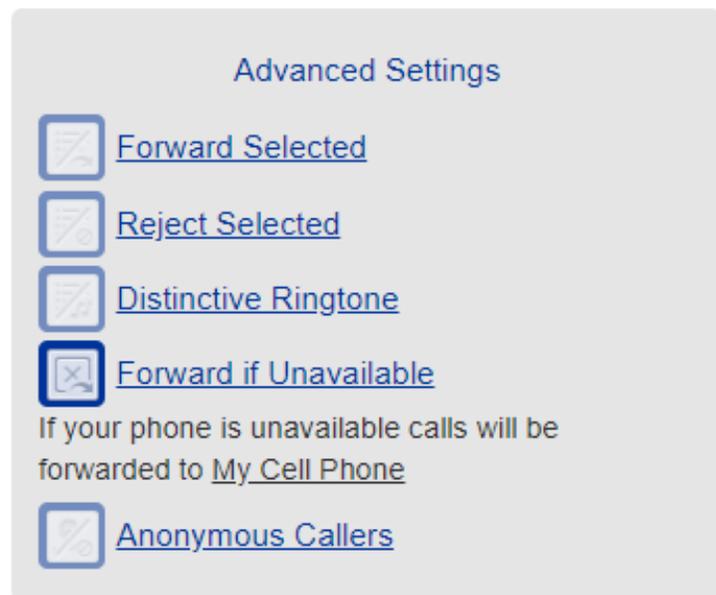
The screenshot shows a dialog box titled "Select Forwarding Number". It has two radio button options. The first option, "Use a saved number:", is selected. Below it, there is a table with two columns: a number field containing "6178375040" and a name field containing "My Cell Phone". To the right of the name field is a blue "Add" button. Below the table, there is explanatory text: "Add your frequently used forwarding numbers to this list. The saved numbers can be accessed from all the forwarding settings in the Call Manager." The second option, "Or use a temporary number:", is unselected and has an empty text input field below it. At the bottom right of the dialog box, there are "OK" and "Cancel" buttons. A red arrow points to the "OK" button.

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



Two blue buttons: "Apply" and "Cancel".



The screenshot shows a panel titled "Advanced Settings". It contains five settings, each with a checkbox icon and a text label:

- [Forward Selected](#)
- [Reject Selected](#)
- [Distinctive Ringtone](#)
- [Forward if Unavailable](#)
- [Anonymous Callers](#)

Below the "Forward if Unavailable" setting, there is a note: "If your phone is unavailable calls will be forwarded to [My Cell Phone](#)".