

Simple Call Forwarding Guide

Your system needs to be reconfigured to send calls, or forward calls, to your contact number with no greeting and no “Please hold while your call is transferred...” message. The caller will just hear ringing as we’re dialing out to find you. You can accomplish this using the TrueACD Queue that is already built into your system. Please reconfigure your system using the following steps:

Edit Extension Phone Number:

1. Log into the system
2. Click Call Routing tab
3. Click “Advanced Configuration” link in upper right hand of that tab page

CALL ROUTING UPDATE

Extension Edit
Charles Xavier Ext. 803

Basic Configuration Advanced Configuration

Contact Phone Numbers ?

| Number/Label | Default | Exclude |
|----------------|------------------------|----------------------------------|
| (415) 555-1212 | Manage | <input checked="" type="radio"/> |

Add Contact Number

4. Check the “Direct Connect” checkbox next to the phone number on which you wish to receive the call.

NOTE: This is only needed if you’re sending the call to an answering service or automated system.

Advanced Configuration Basic Configuration

Ring Duration System Settings ?

| Contact Phone Number | Ring Duration |
|----------------------|---|
| (415) 555-1212 | Ring for <input type="text" value="20 seconds"/> before routing to next number or voicemail |

Direct Connect/Use Password ?

| Contact Phone Number | Direct Connect | Use Password |
|----------------------|-------------------------------------|--------------------------|
| (415) 555-1212 | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

[Manage personal block/allow list](#)

5. Click the Update button

Edit System Phone Number:

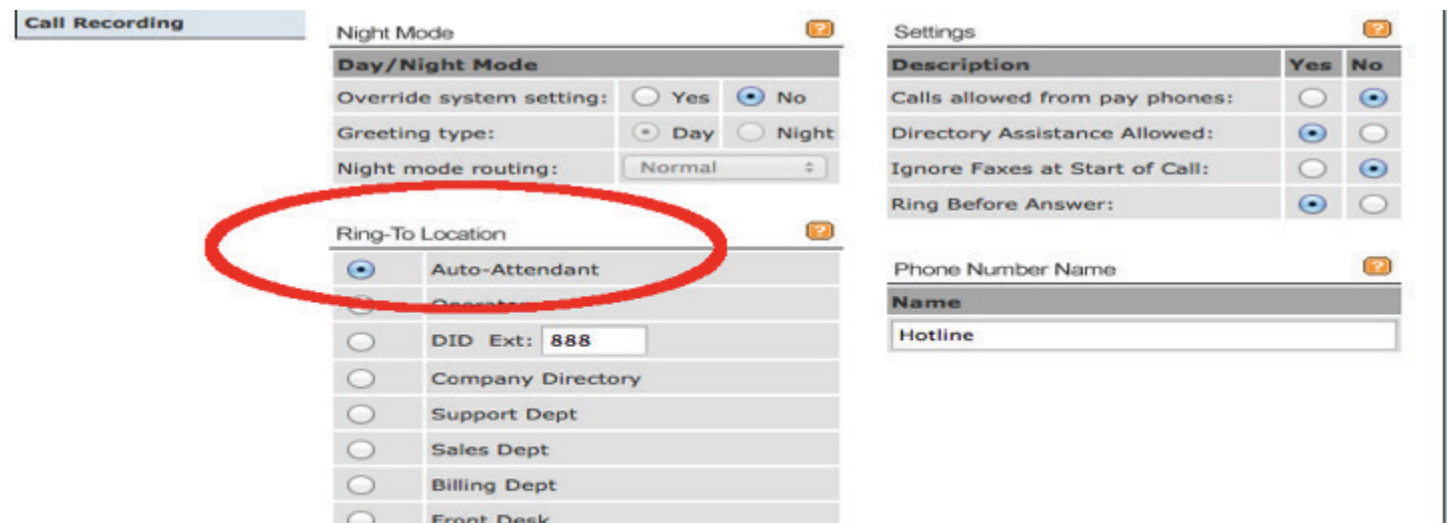
1. Click the Admin tab
2. Click "Phone Numbers" on left-hand navigation box



3. Click "Edit" next to your main phone number that callers will dial



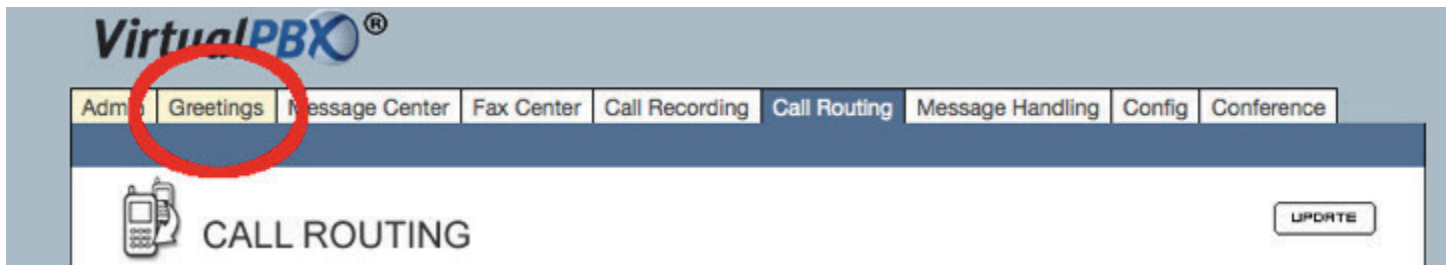
4. Click the proper ACD Queue radio button in the lower left under "Ring To Location"



5. Click the Update button

Edit Main VPBX Greeting:

1. Click on Greetings tab



2. Click Assign next to your current greeting
3. UNCHECK the boxes to UNASSIGN the greeting from your VPBX phone number
4. Click the Update button

Edit Music On Hold:

1. Click Admin Tab, then ACD Queues, then Config for the appropriate ACD Queue
2. Click Edit button under Music on Hold, lower left of page
3. Choose "Other" option in drop-down list
4. Click Next for page 2 of song selections
5. Click on "Ring Tones"
6. Click Update button

Log Extension Into ACD Queue:

1. Click Call Routing tab
2. Click checkbox next to ACD Queue in lower left of screen
3. Click Update button

You are now ready to forward calls to your contact phone number(s) with no greetings or music on hold. Once again, callers will just be hearing ring tones as we're dialing out to find you.