

How to Setup Automatic Call Forwarding

1. Contact your Local Phone Service or VOIP Provider
2. Ask to add **Call Forwarding Ring No Answer (CFNA)** and **Call Forward Busy (CFB)** features to your office lines.
3. Provide the forwarding number listed in your Welcome Letter.
 - Always be sure to include a 1 in front of the number (1-Toll Free Number)

For One Phone Line:

- CFNA (4 rings) & CFB

For Multiple Phone Lines in a Hunt or Rollover Group:

- CFNA on all phone lines in your office hunt group, after 4 rings
- CFB on the last line only

Additional Notes:

- ! If you have voicemail via your phone company, this will need to be canceled/turned off
- ! If you have an internal voicemail or answering machine in house you will need to disable that.
- ! Write down the representative's name that took the order and his/her extension number along with the order due date for tracking purposes. **Name** _____ **Order#** _____ **Due Date** __/__/__

What is Automatic Call Forwarding?

- Sets your phone lines to forward incoming calls automatically after four rings if not answered and/or if the phone line is busy
- Done via the local phone service provider

Please Take Note!

Placing a Call Forwarding Feature on your Fax Line will prevent you from receiving all faxes. You may still send them, but will no longer be able to receive them. We strongly recommend that you do **not** place a Call Forwarding on your Fax Line.