

Call Forwarding

Call forwarding is where a call to one user/phone can be diverted to another phone number.

A phone system is powerful and flexible and therefore complicated and unique to the configuration of the organisation it serves. For this reason it isn't always obvious what the result of call forwarding will be.

Call forwarding will typically forward calls destined for the specific phone that call forwarding was enabled on. It is not likely to simply forward all calls for the whole organisation, and if the phone it was enabled on is linked to other phones, it will likely effect these other phones also.

If you have a particular scenario in mind you can try enabling call forwarding and test to see if it is having the desired effect. Otherwise please call us and we'll advise and assist given your particular configuration and specific requirements.



Controlling Call Forwarding

Simply dial the following *codes and follow the prompts from the phone you want to enable call forwarding for.

*72	Enable call forward	Enables call forwarding and sets the number to forward to.
*73	Disable call forward	Disables call forwarding and returns the phone operation to normal.
*74	Toggle call forward	Change the forwarding state to the opposite of what it's currently set to i.e. enabled or disabled.
*59	Update call forward	Set the forwarding number without altering the state of call forwarding (without enabling or disabling call forwarding)

(Please see overleaf for General Usage Scenarios given the above options)

Typical Call Forwarding Usage Scenarios

Remember: Dial the *codes to dial from the phone you want to enable call forwarding for.

If you want to forward calls on occasion to a different number:

*72 to set the forwarding number *and* enable forwarding.

*73 to disable forwarding.

If you have a commonly used forwarding number, such as to your mobile when away from your desk:

*72 to set the forwarding number *and* enable forwarding.

*74 to enable or disable (toggle) call forwarding to the number set above.

If you just want to leave the forwarding state as is but change where it forwards to once forwarding is enabled:

*59 to update the forwarding number.

Regular (habitual) Forwarding

If your phone has DSS keys and you regularly have a requirement to forward calls, these keys can be programmed to perform the repetitive task for you.

Example: You have a couple of different people on night duty aka 'on-call'. Each night you forward the main phone to one of these people.

This is a good candidate for programming DSS keys since it is commonly used and the forwarding numbers are not likely to change often.

Please call us to arrange an update to your DSS keys.

Additional Help

For more information on using your phone please visit dialplan.co.nz

For support with system configurations or problems please call **0800 342 575**