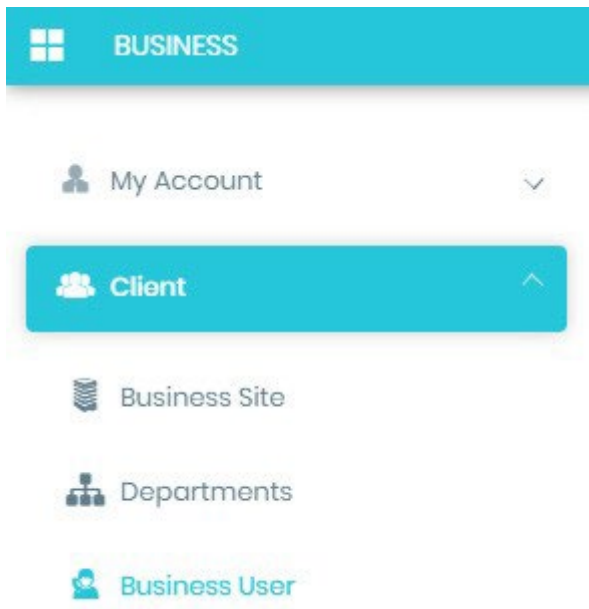


Setting call forwards

November 2022

Setting call forwards

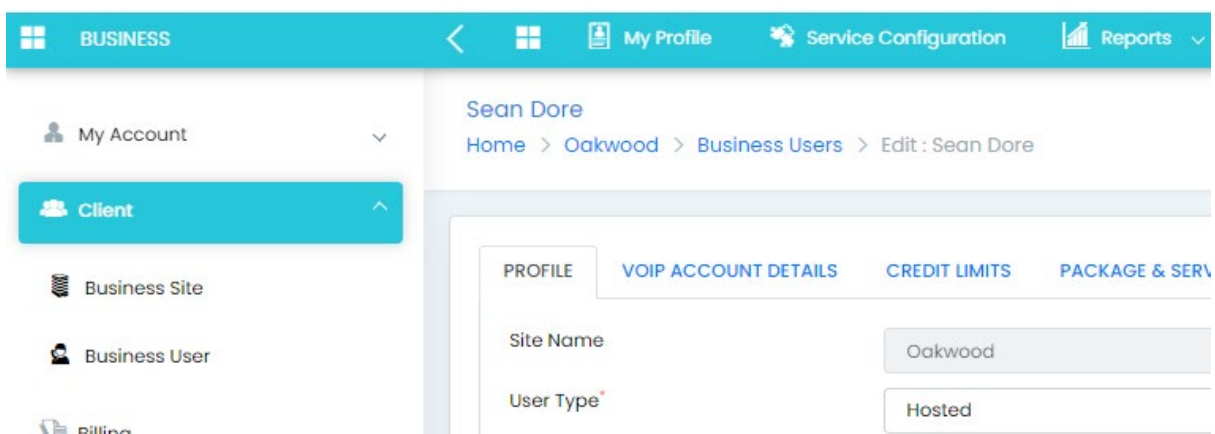
At business level, select 'Client -> 'Business User'



From the right hand screen select the user you wish to configure.

Now from the top menu select 'Service Configuration'.

LUMEN



You will now see all the services for the selected user. A red button means the service is inactive; green means active.

	BW-Call Forwarding Always
	BW-Call Forwarding Busy
	BW-Call Forwarding No Answer
	BW-Call Forwarding Not Reachable

Select the type of call forwarding you wish to change. The next screen allows you to enter the telephone number that calls should be forwarded to and you need to check the **'Enable'** box to activate that service. (If you want to deactivate a service just uncheck the **'Enable'** box).

Call Forwarding Always

[Home](#) > [Oakwood](#) > [Sean Dore](#) > [Service Configuration](#) > [Call Forwarding Always](#)


GENERAL

Enabled

Forward To Number*

Play Ring Reminder

Deactivation Time


Press  and the service is active immediately.

Setting Call Forwards to Voicemail

To forward calls to voicemail the **'Forward to Number'** should be *55 followed by the extension number of the user.

Call Forwarding Always


Home > Oakwood > Sean Dore > Service Configuration > Call Forwarding Always

 GENERAL

Enabled

Forward To Number*

Play Ring Reminder

Deactivation Time 

SAVE CANCEL