

# Call Forwarding Always Secondary

## Overview

This is a copy of Call Forwarding Always and is executed after the normal Call Forwarding Always service. This allows a user or service to have two Call Forwarding Always services configured.

### Feature Notes:

- Calls can be forwarded to either an external or internal number.
- User level call forwarding is ignored by hunt groups, call centers, and other services used to ring groups of devices.
- This is ignored if the normal Call Forwarding Always Service is enabled.

## Feature Setup

1. Go to the group admin dashboard.



2. Select the user or service on which you want to enable forwarding.



3. Click **Service Settings** in the left column navigation.