

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.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

Provisioning	Group Services	Management	Users + .i.
<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>
Delete Group	Auto Attendant	Administrators	Conference Room
Device Configuration	Call Center	Announcements	Conference Two

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

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev

Provisioning	Group Services	Management	Users + .i.
<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>
Delete Group	Auto Attendant	Administrators	Conference Room
Device Configuration	Call Center	Announcements	Conference Two
Devices	Call Park	Bulk Provisioning	Test One
Group Services	Call Pickup	Business Profile	Test Two

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

4. Select **Call Forwarding Always Secondary** from the services list.

Name	Description	Active
Anonymous Call Rejection	Anonymous Call Rejection	×
Automatic Callback	Automatic Callback	×
Call Center	Call Center	—
Call Forwarding Always	Call Forwarding Always	×
Call Forwarding Always Secondary	Call Forwarding Always Secondary	×
Call Forwarding Busy	Call Forwarding Busy	×
Call Forwarding No Answer	Call Forwarding No Answer	×
Call Forwarding Not Reachable	Call Forwarding Not Reachable	×
Call Forwarding Selective	Call Forwarding Selective	×
Call Notify	Call Notify	×

5. Click the gear icon in the Call Forwarding heading to configure the service.

Call Forwarding AI ⚙️

Forward to Phone Number

Is Active ×

Is Ring Splash Active ×

6. Configure the General Settings and Forward To number.

- *Is Active* – Turns on forwarding
- *Is Ring Splash Active* – rings the phone once briefly to alert that a call was forwarded

Edit Call Forwarding Always ×

General Settings

Is Active

Is Ring Splash Active

Forward To

Cancel
Save

7. Click **Save** to retain changes.