

Call Forwarding Command Central

All of the below instructions require you to log in to Command Central using your administrator username and password.

<https://commandcentral.commander.com/app>

CALL FORWARDING ALWAYS

This feature will forward all incoming calls.

Ring splash signals a user that the Call Forwarding Always feature has been evoked.

Select **Call Forwarding Always** from the **User Services** pane.

A listing of Users and their current Call Forwarding Always options are displayed.

To modify settings:

1. Click on a user.

User ID	First Name	Last Name	Phone Number	Active	Ring Splash	Forward To
	Joe	Citizen	+61-...	✓	✓	041234
	Hosted	Phone	+61-...	✓	✓	040912
	Hosted	Phone	+61-...	✗	✗	
	Sip_User	Phone	+61-...	✗	✗	

2. Modify options as required:
3. **Forward To** number required if service active.
4. Click **Save**.

Edit

Is Ring Splash Active

Is Active

Forward To: [Phone Number]

Cancel Save

CALL FORWARDING BUSY

This feature will forward incoming calls when the users service is currently in call.

Select **Call Forwarding Busy** from the **User Services** pane.

A listing of Users and their current Call Forwarding Busy options are displayed.

To modify settings:

1. Click on a user.

User ID	First Name	Last Name	Phone Number	Active	Forward To
	Joe	Citizen	+61-...	✗	
	Hosted	Phone	+61-...	✗	
	Hosted	Phone	+61-...	✗	
	Sip_User	Phone	+61-...	✗	

2. Modify **Is Active** as required.
3. **Forward To** number required if service active.
4. Click **Save**.

Edit

Is Active

Forward To: [Phone Number]

Cancel Save

CALL FORWARD NO ANSWER

This feature will forward incoming calls when the called user does not answer. The number of rings before a call is classified as no answer can also be set.

Select **Call Forwarding No Answer** from the **User Services** pane.

A listing of Users and their current Call Forwarding No Answer options are displayed.

To modify settings:

1. Click on a user.

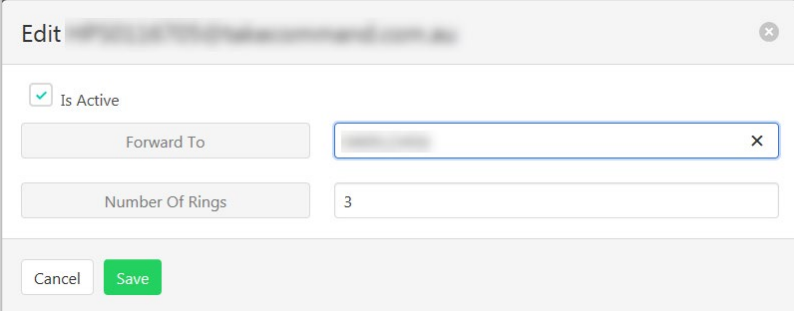


User ID	First Name	Last Name	Phone Number	Active	Forward To	Number of Rings
	Joe	Citizen	+61-...	x		3
	Hosted	Phone	+61-...	x		3
	Hosted	Phone	+61-...	x		3
	Sip_User	Phone	+61-...	x		3

2. Modify **Is Active** as required.

3. **Forward To** and **Number of Rings** are required if service active.

4. Click .



Edit [User ID]

Is Active

Forward To: [Empty field]

Number Of Rings: 3

Cancel Save

CALL FORWARDING NOT REACHABLE


This feature will forward incoming calls when the called user is not reachable – such as a power failure or connectivity loss.

Select **Call Forwarding Not Reachable** from the **User Services** pane.

A listing of Users and their current Call Forwarding Not Reachable options are displayed.

To modify settings:

1. Click on a user.

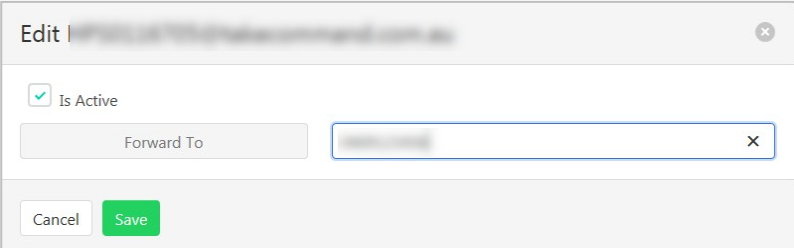


User ID	First Name	Last Name	Phone Number	Active	Forward To
	Joe	Citizen	+61-...	x	
	Hosted	Phone	+61-...	x	
	Hosted	Phone	+61-...	x	
	Sip_User	Phone	+61-...	x	

2. Modify **Is Active** as required.

3. **Forward To** number required if service active.

4. Click .



Edit [User ID]

Is Active

Forward To: [Empty field]

Cancel Save