

Call Forwarding

 learn.uc.spectrumenterprise.net/call-forwarding

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Administrators can enable and modify call forwarding settings for a user within the admin portal. This is helpful when a user is out of the office unexpectedly or when troubleshooting for a user having issues with call forwarding settings.

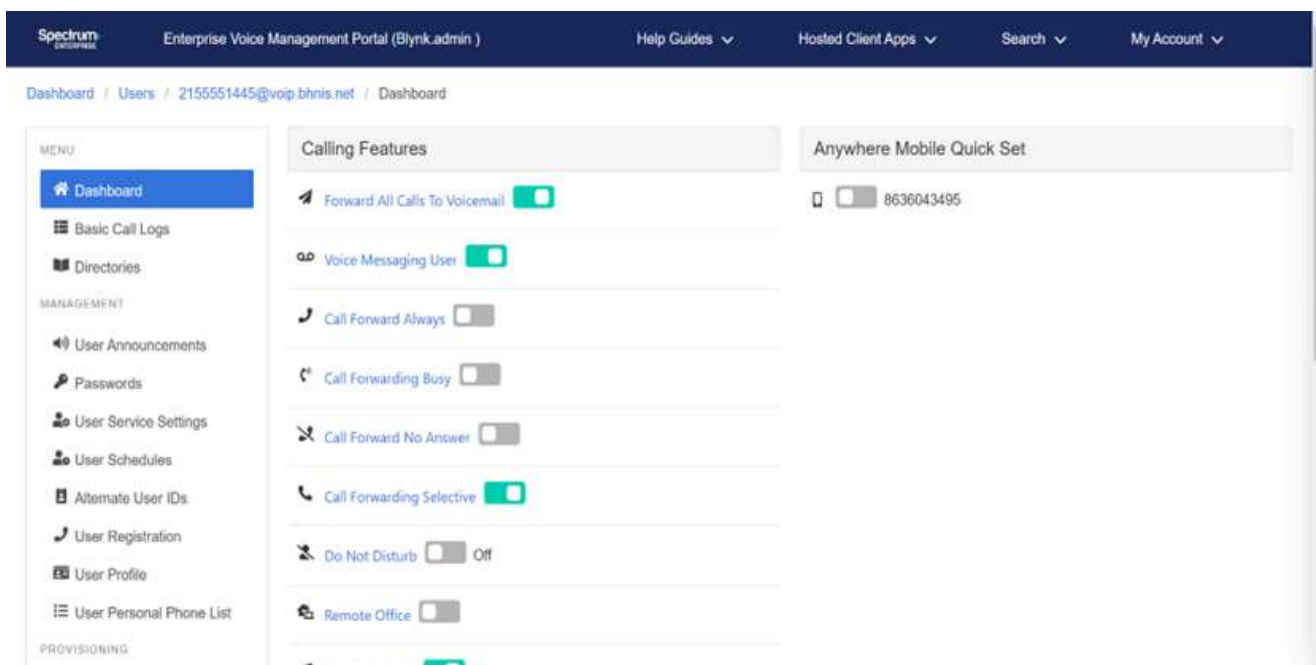
The following call forwarding options are available:

- Forward All Calls to Voicemail
- Call Forward Always
- Call Forwarding Busy
- Call Forwarding No Answer

Modify Call Forwarding

Administrators can set up and modify auto attendants within the admin portal. To view and modify an auto attendant, follow these steps:

1. From the group dashboard, select the **Users** tab in the left-hand navigation. Here you will see a list of users assigned to this group/location.
2. Choose the call forwarding option you would like to enable or modify for the user.



- **Call Forward Always** - Choose this option to have all calls forwarded to a specific number. To enable, select the toggle. Then select the checkbox next to **Is Active**. To enable a Ring Splash, check the box next to **Is Ring Splash Active**. Then enter the number where you would like calls forwarded to. Select **Save** to save your changes.
- **Call Forwarding Busy** - Choose this option to forward calls when the line is busy. To enable, select the toggle. Check the box next to **Is Active**. Then enter the number where you would like calls forwarded to. Select **Save** to save your changes.
- **Call Forwarding No Answer** - Choose this option to forward when the call exceeds a set number of rings. To enable, select the toggle. Check the box next to **Is Active**. Enter the number where you would like calls forwarded to. Enter the **Number of Rings**. Once a call exceeds this number of rings, it will be forwarded to the phone number entered. Select **Save** to save your changes.