

Inbound Calls

Call Forwarding and Inbound Trunking

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Control your incoming call flow when you're away or busy with a permanent call forward. Use time schedules to give you more flexibility, for example, have your calls forwarded straight to your mobile during the day with an after hours forward to your after hours voicemail box.

Terms:

- **Call Forward Busy:** Enables Subscribers to redirect calls to another number when an incoming call receives a busy response.
- **Call Forward No Answer:** Enables Subscribers to redirect calls to another number when an incoming call is not answered within a specified time frame. Configurable via feature code, voice IVR and within the CloudPBX.
- **Call Forward Always:** Enables a user to redirect all incoming calls to another phone number. Configurable via feature code, voice IVR and within the CloudPBX.
- **Auto scheduling:** Automatic such as recurring meeting or for after hours support.
- **Emergency Diverts:** If for what ever reason your VoIP data link is taken offline, use **Call Forwarding** to quickly divert all incoming phone calls to alternate land-line or mobile contacts.

Quick Guide

Step 1: Call Forwarding

1. Log into <https://now.tel2.co.uk>
2. Cloud PBX >> Select number.
3. Select **Inbound Calls > Forwarding or trunking**
4. Set your Call Forwarding preferences including numbers and time schedules
5. Click **Save** to update your settings.

Inbound Calls

Inbound Calls

The screenshot shows the 'Inbound Calls' configuration page. The left sidebar contains a menu with 'Inbound Calls' selected. The main content area is titled 'Forwarding or trunking' and contains the following settings:

- 1** Setup your calls to forward when you are on the phone or if you do not answer
 - ☐ Always forward my calls to: [text box]
 - Forward these calls: [At all times]
- 2** Forward my calls when I am unavailable to: [text box]
 - Forward these calls: [At all times]
 - 20 Call Diversion Timer - Must be greater than 0 (seconds to wait before diverting calls to Voicemail or forwarding number if setup.)
NOTE: The timer will only take affect after all Simultaneous Ring diversions have occurred)
- 3** Forward my calls when I am Busy to: [text box]
 - Forward these calls: [At all times]
- 4** Forward my calls when I am unreachable/offline to: [text box]
 - Forward these calls: [At all times]

Step 2: After hours Voicemail

1. Log into <https://now.tel2.co.uk>.
2. Cloud PBX >> Select number.
3. Select Inbound Calls > Forwarding or trunking
4. Set Forward my calls when I am unavailable to: (set number)
5. Set Forward these calls: Outside Available hours
6. Call Diversion time: set to 2

Inbound Calls

Setting up an after hours voicemail will require the purchase of an additional number, which you will set your call forward to.

Inbound Calls

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Forwarding or trunking

Setup your calls to forward when you are on the phone or if you do not answer

☐ Always forward my calls to: 0289707508

Forward these calls: At all times

☒ Forward my calls when I am unavailable to: 0289707599

Forward these calls: Outside Available Hours

Call Diversion Timer - Must be greater than 0 (seconds to wait before diverting calls to Voicemail or forwarding number if setup.)

NOTE: The timer will only take affect after all Simultaneous Ring diversions have occurred

Inbound Calls | Voicemail

- Goto nominated After Hours VoiceMail number (Inbound calls | Voicemail Service)
- Record Voicemail UNAVAILABLE message

Inbound Calls

- Call Diversion Timer: Set to 2

Voicemail PIN number: *(You must specify a PIN number before gaining remote access to your Voicemail)*

Trusted Callers who do not need to enter a PIN to access your mailbox: *(enter one number per line and include the area code):*

Call Diversion Timer - Must be greater than 0 *(seconds to wait before diverting calls to Voicemail or forwarding number if setup.)*

NOTE: The timer will only take affect after all Simultaneous Ring diversions have occurred)

Inbound Trunking Options

NB – see also Outbound Trunking

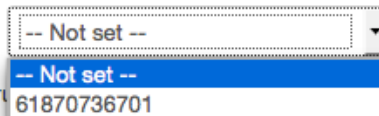
Inbound Calls

By default inbound calls are delivered to a phone which has logged in against that same number. However, some customers prefer to have multiple inbound numbers terminate on a single logged-in device. This setting allows you to send inbound calls for this phone number to the registration or login of a different number on your account. By using this option you can create one or more inbound trunks for your incoming calls. If you enter a number here which is not on your account – then this setting will simply be ignored and removed. The number format should be the same as the registration ID. e.g. 442034567890

Step 2: Inbound Trunking

1. Log into <https://now.tel2.co.uk>
2. **CloudPBX | Inbound Calls > Call forwarding or trunking**
3. Select **Inbound** trunk number
4. Log into each restricted line and use Inbound trunking to pointing each required line to your terminated trunk DID.

Send inbound calls to registered number:



-- Not set --

-- Not set --

61870736701

☐ Preserve DDI information on Inbound trunking (not supported on SIP or PABX can support multiple DDIs on a single registration)

SIP or PABX can support multiple DDIs on a

Unique solution ID: #1011

Author: Support

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