



Forwarding a Call

Base Seat

Log into the individual user portal (or access the individual user settings from the Admin portal)

The screenshot shows the 'Phone Status' page with the 'Summary' tab selected. The page title is 'Phone Status'. Below the title are four tabs: 'Summary' (active), 'Forwarding', 'SimRing', and 'Screening'. A section titled 'Summary of Configured Services' contains the text: 'Calls that you receive will be processed according to the following rules.' followed by a list of rules: 'Calls from (617) 279 3362 and (617) 268 4561 will be rejected.', 'All other calls will ring your phone.', 'When busy, calls will be forwarded to (617) 279 3362.', 'On no answer, calls will be forwarded to (617) 279 3362.', and 'When unavailable, calls will be forwarded to (617) 837 5040.' Below this is a 'Your Services' section with two icons: 'Call Settings' and 'Account Codes'. At the bottom, there are three columns of links: 'Personal Details' (Adam- Base, store 1234, Admin for store 1234, Devices), 'Security' (Change Password, Change Call Services PIN, Change Voicemail PIN), and 'Support' (Help, Send Feedback).

Go to the "Forwarding" tab

The screenshot shows the 'Phone Status' page with the 'Forwarding' tab selected. The page title is 'Phone Status'. Below the title are four tabs: 'Summary', 'Forwarding' (active), 'SimRing', and 'Screening'. A section titled 'Immediately' contains the text: 'Immediately Busy/No Answer Unavailable Selected Callers Forwarding Destinations' followed by 'Apply' and 'Cancel' buttons. Below this is a checkbox labeled 'Forward calls immediately' which is checked. A text input field contains '(617) 279 3362'. A hint box says: 'Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.' At the bottom, there is a question: 'Ring my phone once when a call is forwarded?' with radio buttons for 'Yes' and 'No'. Below this is a 'Your Services' section with two icons: 'Call Settings' and 'Account Codes'.





Go to the “Immediately” sub tab on the left

Home Call History Contacts Adam- Base ▾

Phone Status

Summary Forwarding SimRing Screening

Immediately Busy/No Answer Unavailable Selected Callers Forwarding Destinations

Apply Cancel

Forward calls immediately.

Forward calls to: (617) 279 3362

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

Ring my phone once when a call is forwarded? Yes No

Check the box next to “Forward calls immediately.”

Home Call History Contacts Adam- Base ▾

Phone Status

Summary Forwarding SimRing Screening

Immediately Busy/No Answer Unavailable Selected Callers Forwarding Destinations

Apply Cancel

→ Forward calls immediately.

Forward calls to: .

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

Ring my phone once when a call is forwarded? Yes No

Input the 10-digit number where you want your calls to forward to

Home Call History Contacts Adam- Base ▾

Phone Status

Summary Forwarding SimRing Screening

Immediately Busy/No Answer Unavailable Selected Callers Forwarding Destinations

Apply Cancel

Forward calls immediately.

Forward calls to: 6178375040

Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

Ring my phone once when a call is forwarded? Yes No





Phone Status

- Summary
- Forwarding
- SimRing
- Screening

- Immediately
- Busy/No Answer
- Unavailable
- Selected Callers
- Forwarding Destinations

Select "Apply"

Apply Cancel

Forward calls immediately.

Forward calls to: (617) 279-3362



Hint: Use the Forwarding Destinations tab to add numbers that you frequently forward calls to.

Ring my phone once when a call is forwarded? Yes No

Your calls are now forwarding immediately!

