



Forwarding an Auto Attendant Number

Easy Auto Attendant

Log into the Auto Attendant
(or access the Auto Attendant through
the Admin Portal)

The screenshot shows the 'Easy Auto Attendant' interface. At the top, there is a 'Home' link on the left and an 'Easy Attendant' dropdown menu on the right. Below this is a 'Line Status' section with a progress bar containing three items: 'Main' (highlighted in green), 'Easy Attendant Menu', and 'Extensions'. A blue 'Turn OFF' button is visible, with the text 'Your Easy Attendant is currently on.' Below the button, there are two informational cards: 'Easy Attendant Menu' (Configure the menu your callers will hear.) and 'Switch to using a schedule' (Configure separate menus to be played to callers during business hours and non-business hours.). At the bottom, there is a 'Your Services' section with two icons: 'Call Settings' and 'Account Codes'.

To forward calls that come into the
Auto Attendant to a different number,
the Auto Attendant will need to be
turned off

Click "Turn Off"

This screenshot is identical to the one above, but the 'Turn OFF' button is now a blue 'Turn ON' button, and the text next to it reads 'Your Easy Attendant is currently off and callers will be told that this number is unreachable.' The rest of the interface, including the 'Line Status' progress bar, informational cards, and 'Your Services' section, remains the same.





Home Easy Attendant -

Line Status

Main Easy Attendant Menu Extensions

Turn ON Your Easy Attendant is currently off and callers will be told that this number is unreachable.

Easy Attendant Menu
Configure the menu your callers will hear.

Switch to using a schedule
Configure separate menus to be played to callers during business hours and non-business hours.

Your Services

Call Settings Account Codes

Click the hyperlink **“this number is unreachable”**

Home Easy Attendant -

Line Status

Main Easy Attendant Menu Extensions

Turn ON Your Easy Attendant is currently off and callers will be told that this number is unreachable.

Easy Attendant Menu
Configure the menu your callers will hear.

Switch to using a schedule
Configure separate menus to be played to callers during business hours and non-business hours.

Forwarding Number

When your Easy Attendant is turned off:

Tell callers that the number is unreachable

Forward callers to:

Apply **Cancel**

Select **“Forward callers to:”**

Input the number that you would like to have the calls forwarded to, then click **"Apply"**

Calls that were coming into your Auto Attendant number are now being forwarded!





Calls that were coming into your Auto Attendant number are now being forwarded!

