

Forwarding services for PBX's and DID's

Once a forwarding is enabled, it is active until we deactivate it. The following information should explain how the different forwarding's work.

Unavailable call forwarding, acts as a fail-over whenever your line goes down. ThinkTel recommends that this be set on all numbers, so if something does happen to your line your calls will still complete.

All of the following services are able to be applied on the PBX line. Once the services are enabled they can be modified through self-care under Call Manager--> Forwarding.

The only one that can be applied to a DID is the Unavailable, the rest have to be configured on the PBX.

We can apply more than one.

- Unconditional call forward - forwards without the line ringing.
- Busy Call Forwarding - Will forward whenever the line is busy (will not work if you have voicemail as one will cancel out the other)
- Delayed Call forwarding - If no answer, the call will be forwarded to specified number after a certain amount of time.
We can set from 6 - 3600(1hr) seconds. But if your line ever goes down it will forward like "Unavailable Call forwarding" to the specified number.
If set to 1 minute, calls will only forward for important matters. As most people hang up after 6-8 rings.
If set to 36 seconds, it will forward when you are away from the phone. About 6 rings.
- Unavailable Call forwarding – Will forward all calls unconditionally if your line ever goes down (NIS).
 - You can also use Sure Call as explained below.
- Selective call forwarding - Is set if you want specific number (for which the caller's number is withheld) to be forwarded to a specific number. i.e. voicemail.
- Find-me-follow-me (SimRing) - Will ring another number(s) at the same time that your VoIP line does. To a maximum of 32 numbers.

Sure Call using uControl

1. Log into <https://ucontrol.thinktel.ca> Using your uControl credentials.

2. click the 'Numbers' button

3. Scroll down to the "SIP Trunk" section

4. Beside the Sip trunk click the "Surecall" link

You now have two options Online Updater or CSV updater

Online Updater

1. Enter the unavailable forwarded to number beside the DID's you want updated.

2. Click the "Update Surecall" button

If there are any errors, they will now be listed.

If everything is successful, then you'll see a success message and a link to review a report of the updates.

CSV Updater

1. Click on Download as CSV

2. In the popup window choose Open with "Microsoft Excel (recommended)"

3. Enter the Number you wish calls to be forwarded to in CFWD column(B) beside the corresponding DID number.

Repeat for all DIDs you wish the unavailable applied to.

4. Save the Excel onto your computer.

5. Return to uControl

6. Browse for the excel sheet you just saved.

7. Click on Upload CSV

Access Codes

Once the forwards are enabled you can turn them on and off with the following access codes.

Unconditional Call Forwarding

Enable Code *72#

Disable code *73#

Busy Call Forwarding

Enable Code *90#

Disable code *91#

Delayed Call Forwarding

Enable Code *92#

Disable code *93#

Selective Call Forwarding

Access Code *63

Alternative Code *83

SimRing

Enable Code *220#

Disable code *221#

If the SimRing above does not work try this one

Find-me-follow-me
Enable code *230#
Disable code *231#

Before the Unconditional, Busy, or Delayed Call Forwarding forwards can be applied a courtesy call needs to be placed.

1. Dial access code
There will be a high pitch tone
2. Dial destination number
Customer will hear "beep beep" then silence
Rings on the destination phone.
3. If someone picks up, the CFWD is enabled. If not, repeat Steps 1-2 and the Call Forward will be enabled.

I hope this information was helpful in clarifying the different forwarding's we offer our ThinkTel customers.

ThinkTel Support will be happy to apply one of the forwarding's to your numbers if you supply us with following information. Via email support@thinktel.ca or by phone 8663527660

Set Call Forwards for

Type of forwards:

Your Numbers:

Forwarded to Number:

Duration till forward:

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 - You can also use Sure Call as explained in these articles. Using [uControl](#) or [DIMS](#). Is also included in the attached PDF
- Selective call forwarding - Is set if you want specific number (for which the caller's number is withheld) to be forwarded to a specific number. i.e. voicemail.
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Set Call Forwards for Type of forwards:

Your Number:

Forwarded to Number:

Duration till forward:

The above information is available as a PDF

Pasted from <http://support.thinktel.ca/index.php/kb/article/232-Forwarding_services_for_PBX_s_and_DID_s>