

Call Forward

V1.0

Over View

3CX phone system provide forward rules for the different phone status (**Available/Available/Do Not Disturb**). Make sure that you won't miss all of your calls.

How To Config

To configure forward via 3CX Management Console:

Log in 3CX Management Console -> Extensions -> choose one extension -> Forwarding Rules. You can configure the forwarding rules for the three kind of phone status **Available, Away, Do Not Disturb**. Now we take **Available** as an example.



The screenshot shows the 'Statuses' configuration page in the 3CX Management Console. Under the heading 'Statuses', there is a sub-heading 'If in this status, forward calls as follows'. Below this, a dropdown menu is set to 'Available'.

● There are two cases of forward rule for Internal Calls.

1) If you do not answer the calls within seconds, 3CX phone system will forward the call to the extension which you have chosen.



The screenshot shows the configuration for the rule 'If I do not answer calls within'. The time is set to 10 seconds. The 'Forward internal calls to:' dropdown is set to 'Forward to Extension', and the specific extension is set to '101 susie'.

2) If I am busy or my phone is unregistered, 3CX phone system will forward calls to the extension which you have chosen.



The screenshot shows the configuration for the rule 'If I am busy or my phone is unregistered, forward calls to:'. The 'Forward to Extension' dropdown is set to 'Forward to Extension', and the specific extension is set to '101 susie'.

● There are two cases of forward rule for External Calls.

1) If I do not answer calls within seconds, 3CX phone system will forward

the call to the extension which you have chosen.

If I do not answer calls within: seconds. Forward internal calls to:

Forward to Extension

101 susie

2) If I am busy or my phone is unregistered, 3CX phone system will forward the call to the extension which you have chosen.

If I am busy or my phone is unregistered, forward calls to:

Forward to Extension

101 susie