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.

● **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.

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

● **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:	10	seconds. Forward internal calls to:

Forward to Extension

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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

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