



How to forward DID

7 Steps

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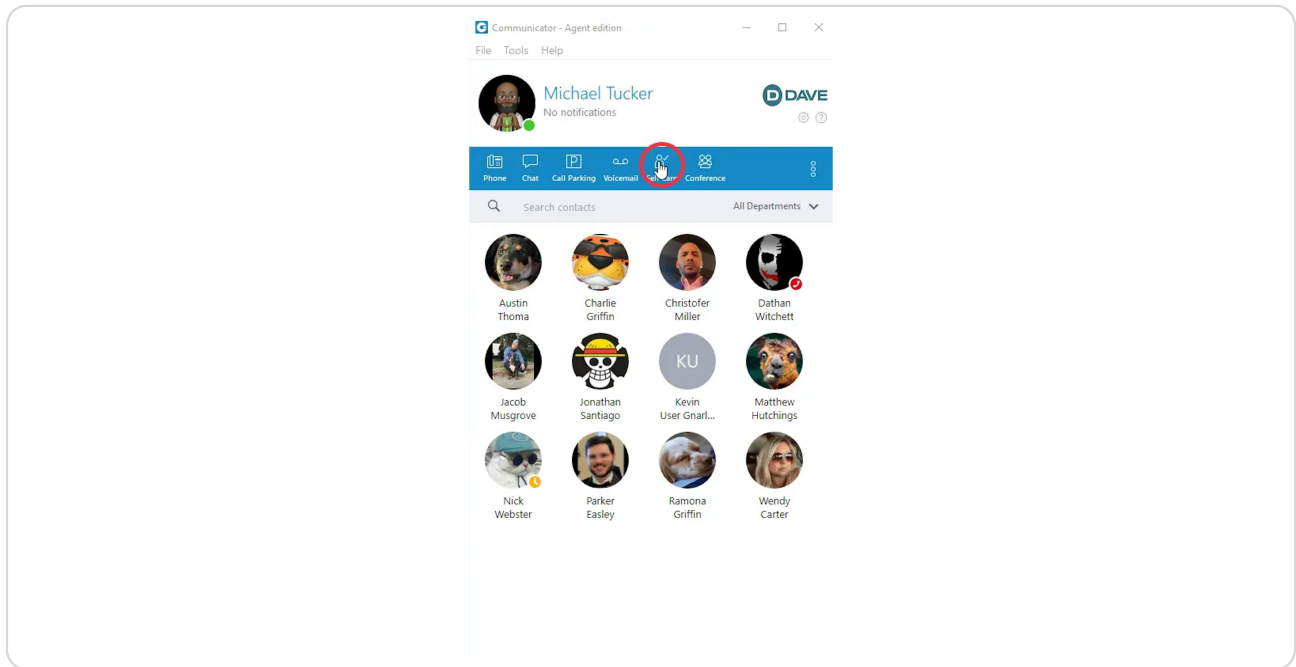
Last Updated

January 19, 2023



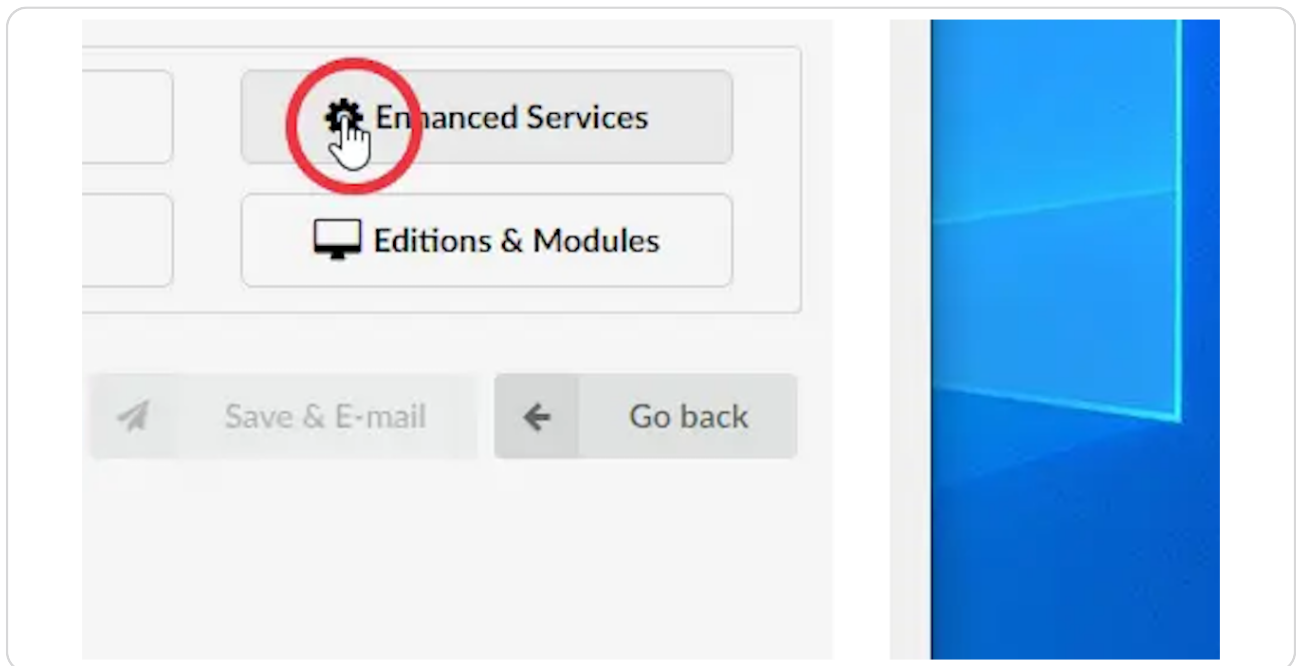
STEP 1

Click Self Care



STEP 2

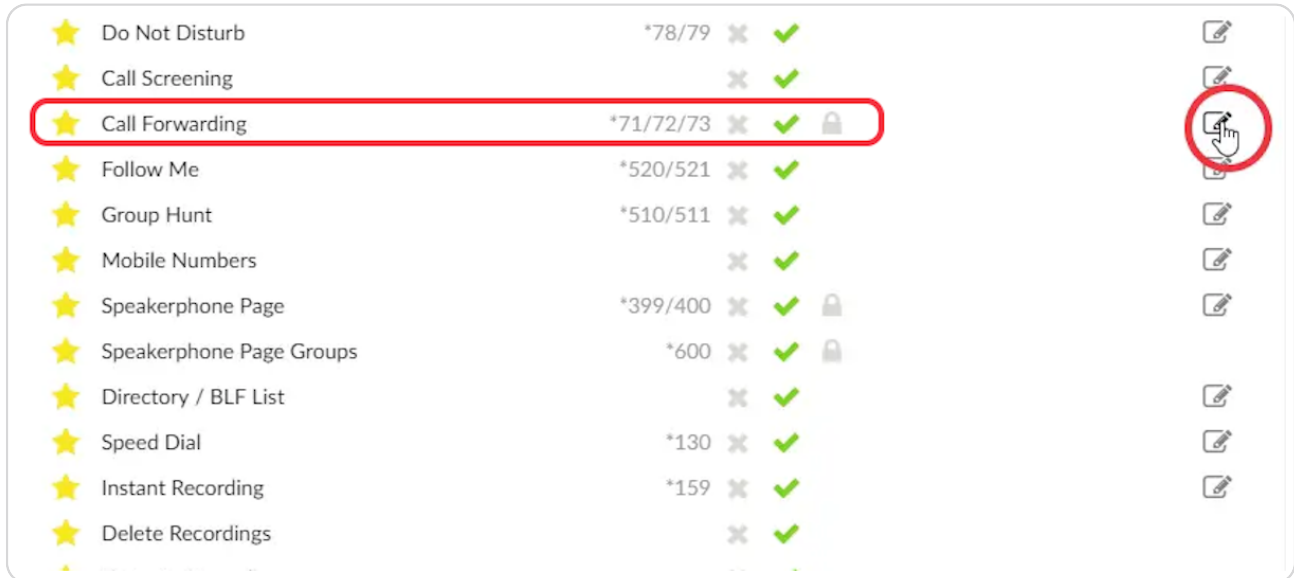
Click Enhanced Services



STEP 3

Scroll down and locate Call Forwarding

Click on the pencil icon

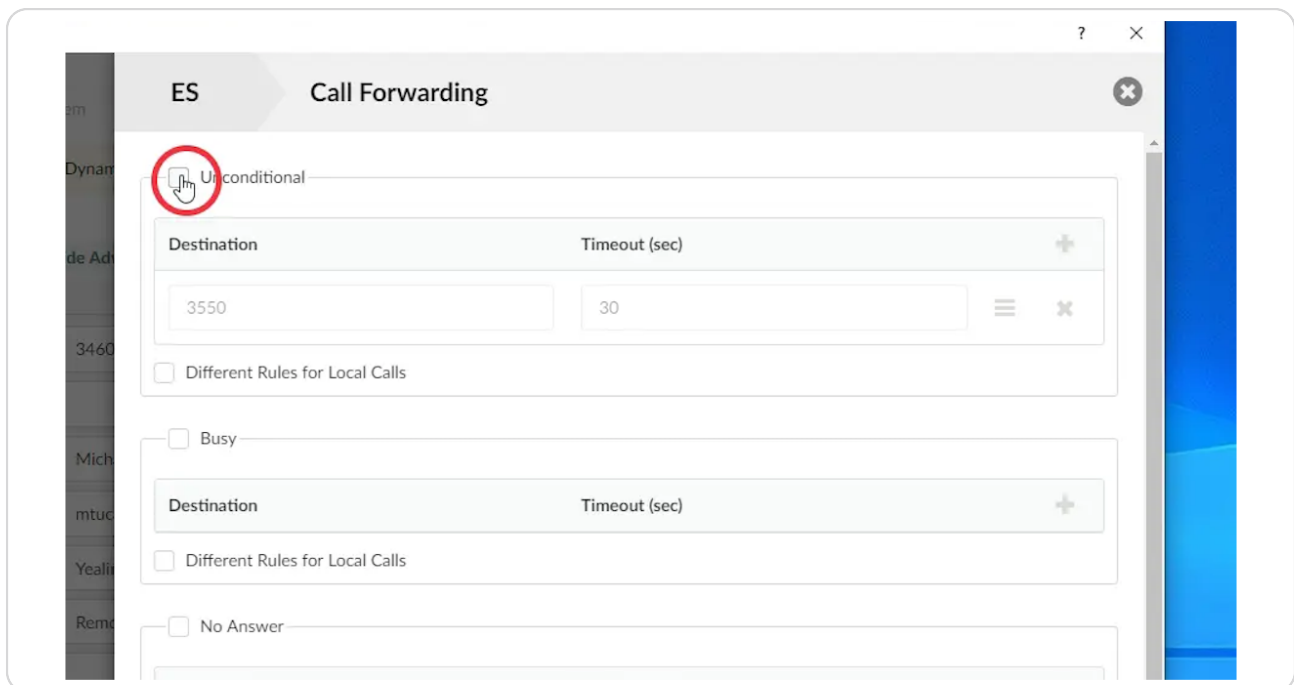


A screenshot of a settings menu. The 'Call Forwarding' option is highlighted with a red rectangle. To its right, a pencil icon is circled in red. The menu items are as follows:

Feature	Code	Enabled	Locked	Action
Do Not Disturb	*78/79	✓		✎
Call Screening		✓		✎
Call Forwarding	*71/72/73	✓	🔒	✎
Follow Me	*520/521	✓		✎
Group Hunt	*510/511	✓		✎
Mobile Numbers		✓		✎
Speakerphone Page	*399/400	✓	🔒	✎
Speakerphone Page Groups	*600	✓	🔒	✎
Directory / BLF List		✓		✎
Speed Dial	*130	✓		✎
Instant Recording	*159	✓		✎
Delete Recordings		✓		✎

STEP 4

Select Unconditional



A screenshot of the 'Call Forwarding' configuration page. The 'Unconditional' option is selected and circled in red. The page shows the following configuration:

- Unconditional** (Selected)
- Destination: 3550
- Timeout (sec): 30
- Different Rules for Local Calls
- Busy
- Destination: (empty)
- Timeout (sec): (empty)
- Different Rules for Local Calls
- No Answer

STEP 5

Choose Destination

This can be an extension or a 10 digit number

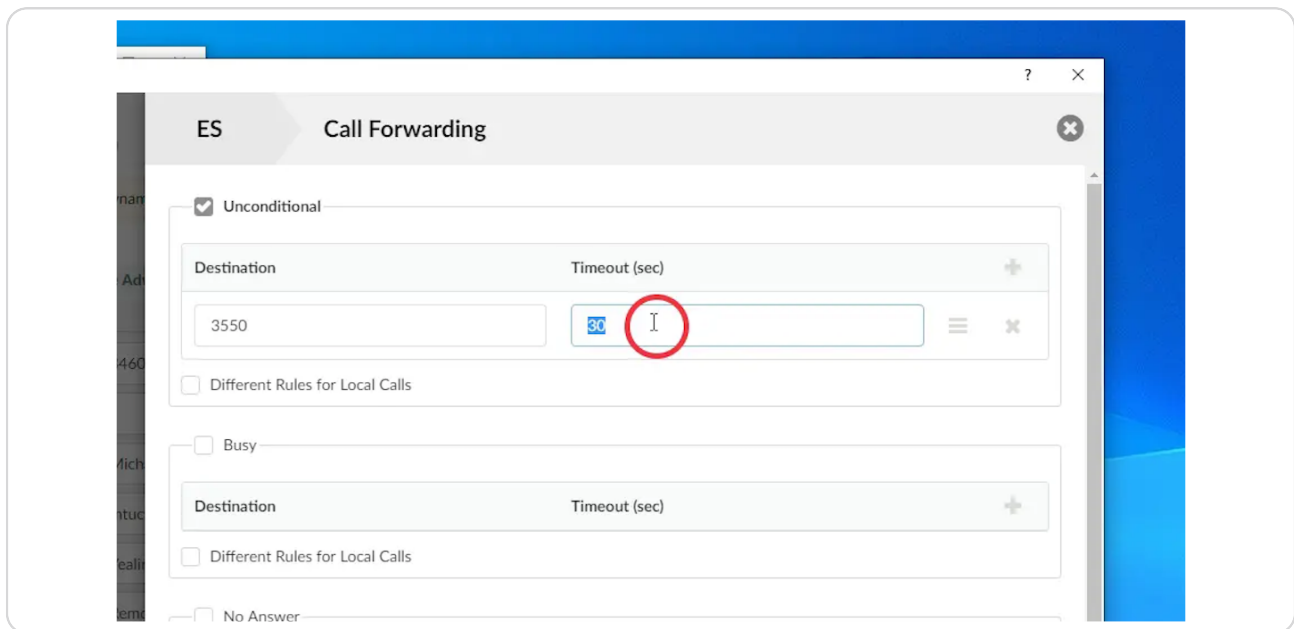
The screenshot shows a configuration window for 'Call Forwarding' under the 'ES' system. The window is titled 'ES Call Forwarding' and has a close button in the top right corner. The main content area is divided into three sections, each with a checkbox and a sub-header:

- Unconditional**
 - Destination: 3550 (circled in red)
 - Timeout (sec): 30
 - Different Rules for Local Calls
- Busy**
 - Destination: (empty)
 - Timeout (sec): (empty)
 - Different Rules for Local Calls
- No Answer**
 - Destination: (empty)
 - Timeout (sec): (empty)
 - Different Rules for Local Calls

STEP 6

Select Timeout(sec)

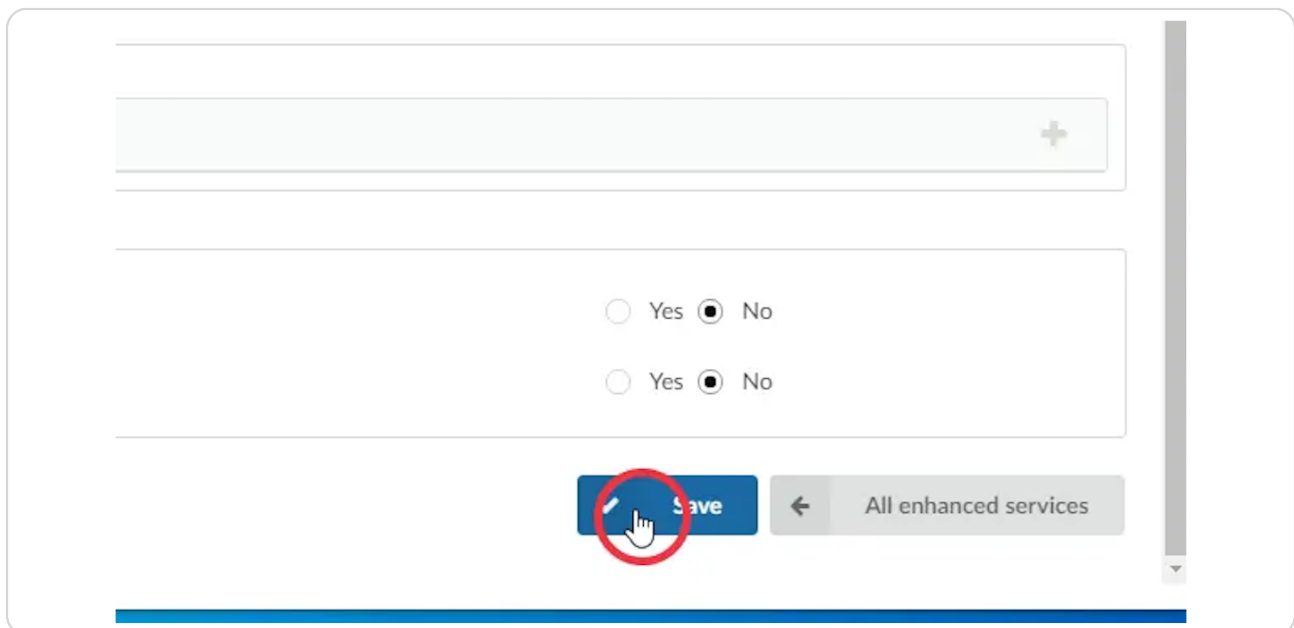
Input the number of seconds you wish the call to ring to the forwarded number. After it rings for the amount of seconds, it will return to the default destination (your number).



The screenshot shows a configuration window titled "Call Forwarding" with a sub-header "ES". The "Unconditional" rule is checked. The "Destination" field is set to "3550" and the "Timeout (sec)" field is set to "30". A red circle highlights the "30" in the timeout field. Below this, there is a "Busy" rule section with empty "Destination" and "Timeout (sec)" fields. At the bottom, there is a "No Answer" rule section.

STEP 7

Click Save



The screenshot shows the bottom of the configuration window. There are two radio button options for "Yes" and "No". The "Save" button is highlighted with a red circle. To the right of the "Save" button is a button labeled "All enhanced services" with a back arrow.

