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CALL 7 Smart PBX Web Portal
A Friendly & Powerful Cloud Based Phone System

How to Forward your calls on your phone and via your CALL 7 Portal.

If you have a Desk Phone and you are In Your Office, and you wish to Forward your call that come *to your desk phone*, and ONLY to your Desk phone, you may use the **FEATURE CODES:**

User Feature Codes

Enable Call Forwarding (*72)

This feature code is used to exclusively enable call forwarding. The default code is "*72", and when dialed, a prompt will ask for the number to forward calls. The caller is expected to enter the phone number then press pound, at which point call forwarding is enabled and the number is read back to ensure it wasn't misdialed. The feature code requires the caller to enter the phone number to forward to each time they use the code. Optionally they can dial the feature code as a prefix on feature code "*72-1-555-248-9715", which will enable call forwarding to 1-555-248-9715.

Disable Call Forwarding (*73)

This feature code will disable any active call forwarding. The default code is "*73", and when dialed, a prompt to the caller informing them call forwarding will be disabled.

Toggle Call Forwarding (*74)

The feature code "*74" will enable or disable call forwarding depending on if it is active. This feature code remembers the last number you forwarded to and enables it without asking for a new number. If the caller has never enabled call forwarding, then they will be prompted for the number. Similar to the enable call forwarding feature code, they can optionally prefix the code with a new call forwarding number.

Update Call Forwarding (*56)

The update call forwarding feature code "*56" will prompt the caller to enter a new call forwarding number. This immediately replaces any number currently being used, set either by the enable or toggle feature code. The number entered is also stored for later use with the toggle feature. The status of call forwarding will not be changed by this code, so if it is disabled or enabled, it will remain so.

How to Forward your calls you do not have a desk phone, and or if you are away from your desk phone.

If you do not, have a Desk Phone, and or are Away from your desk phone, and you wish to Forward your calls that come *to your desk phone*, and ONLY to your Desk phone, **you must log into your CALL 7 PORTAL.** This can be done on any computer, Tablet or Smart Phone.

Here is how to Log Into your Portal and Forward your calls:

First you will need to LOG Into your Portal
To access your **User and then Call Forwarding Options,**
First you have to LOG into your Portal:
The URL to the Portal is http://portal.call7.systems
You will Need:
- YOUR USER NAME which is usually your email address
- YOUR Password
- The Company Name, which is Case Sensitive
- **If you do not remember your login, please send an email to** Support@Call7.com **or call us at 813-567-8777 and press 3 for support. Once you log in, you will go to the Portal Home Page See BELOW….**

PORTAL LOG IN PAGE

This is your Portal Home Page. Go to Users and Click on Your User, and or the USER you wish to Forward. An Admin has the rights to view and modify ALL users.

CLICK ON USERS

If you are an ADMIN, you will see a listing of all active users. Otherwise, you will only see YOUR user.

Click on this ARROW to open

Here is the view, of a USER's Features Options.
Here we will go to the CALL FORWARD Options

Here are your Call Forwarding Setting for any one Particular User.

Now Click on Call Forwarding to Open

Once you Click on the CALL FORWARDING Button you go to the Call Forwarding settings.

You can see here, you may Turn Call Forwarding On or Off. You may also set your FAIL OVER mode. Fail Over Mode allows call to go to another number, should your desk phone become un-registered.

On the Page below, you will see an explanation of the various Options you have available.

When "Forwarding your phone, you may choose to forward it to a Cell Phone, a Desk Phone, or a Land Line phone. Each of these "Devices" has built in options. Each of these Devices have a Monthly Charge associated with them, where the use of, is more sophisticated than simply pressing *72 On your phone which has no monthly charge associated with it.

Using the a "Device", a LAND LINE Device for Example, allows you to set up *"Answer Confirmation"*
Answer Confirmation issues a PROMPT when you first answer the call. **" PRESS 1 TO ACCEPT THIS CALL"**
This tells you, the call is Not a personal call, and a call From Your Office. The setting allow you to choose, where the voicemail ends up. Either on your Office Extension, or, On your "Cell Phone.

That setting to "Allow the use of landline's voicemail" is what determines if the system prompts for a user-response to press 1 before picking up the forwarded call. The primary purpose behind the feature is to avoid forwarded calls to end up in the wrong voicemail: Personal Vs Office Voicemail boxes.
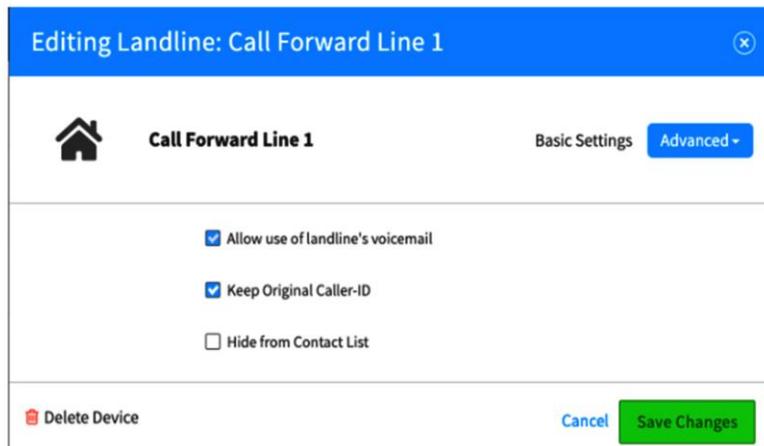
Advanced Call Forwarding Options

When call forwarding is configured, some additional options are provided in the CALL 7 Portal:

Allow Use of Landline's Voicemail and or Leave Voicemails on Forwarded Numbers

If this function is enabled (checked), callers can leave voicemails on numbers that have been call-forwarded. Thhis is

That setting to "Allow the use of landline's voicemail" is what determines if the system prompts for a user-response to press 1 before picking up the forwarded call. The primary purpose behind the feature is to avoid forwarded calls ended up in other system's voicemails (as the voicemail system cannot press 1 to answer).

Forward Direct Calls Only

If this function is enabled (checked) then only calls that ring the user directly will be forwarded. This causes calls via ring groups or other multi-user call distributions to not honor call forwarding. If disabled, all calls that would have rung the user will be redirected.

Keep Your Caller ID

If this function is enabled (checked) then calls forwarded to the redirect number will have the caller ID presented on the

Now you have the complete method to forward your incoming calls which come to your phone. You may do this directly on your phone, and or from the Portal. You cannot, forward your calls via your voicemail portal. That was found to be too susceptible to hacking and fraud.

How to Forward you Entire Office: Your IVR / Auto-Attendant / Ring Group

We will address the method of Forwarding your Calls when you have an Auto Attendant /IVR / Virtual Assistant or Ring Group in place. There are actually, several methods to accomplish the forwarding. Feel Free to send an Email to Support@Call7.com or Call 813-567-8777 and press 3 for Support.

When you have an Auto-Attendant /IVR and then RING Groups in place, such as: Thank you for calling, Press 1 for Sales, and pressing 1, rings 3 phones, in order to "Forward all the calls" for the Auto-Attendant, you cannot simply forward your phone.

"Bob" may, forward his phone: If the menu has the option to Press 5 for Bob. Bob may forward his phone by following one of the methods above.

If you have a "Sales" environment, you could, ask everyone in the office, who receive inbound calls, to manually forward their individual phones to wherever they wish by dialing *72 as outlined above. Or modify their voicemail message to indicate they are out of the office and will return on XX Date and let the calls go to voicemail.

However, if the office is to be "Closed for a Holiday" for example, none of the above methods will work to forward all the calls that come into the IVR.

If your office is to be closed for an Entire Day, we can set up a "Holiday" for that day. It is easy to do, and you may do it yourself or have our support team do it for you. Remember however, if you are to be Closed this "Tuesday" for a special event, and you set up this Tuesday as a Holiday, when you come back into the office on Wednesday, remember to go into the Holiday's setting and Return Tuesdays, back to normal, or on the next Tuesday, your office will receive no calls.

Here is how you set up a Holiday in the Call 7 Portal.
First, you will have to Log Into your portal as outlined above.
Once you Log In, go to MAIN NUMBER
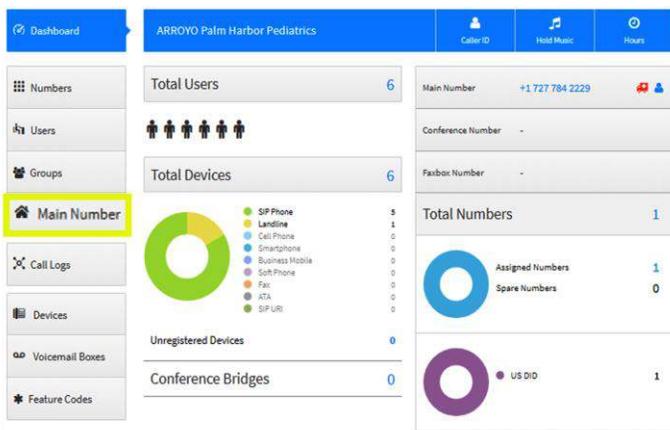
Once you Click on MAIN NUMBER, you will see OFFICE HOLIDAYS
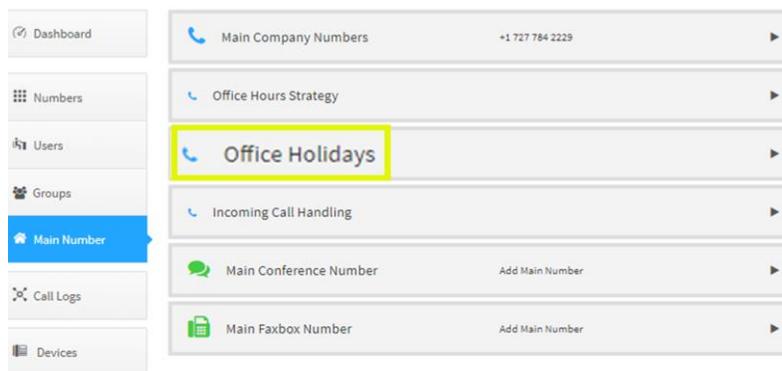
Now simply Click on Add Holiday it is easy.
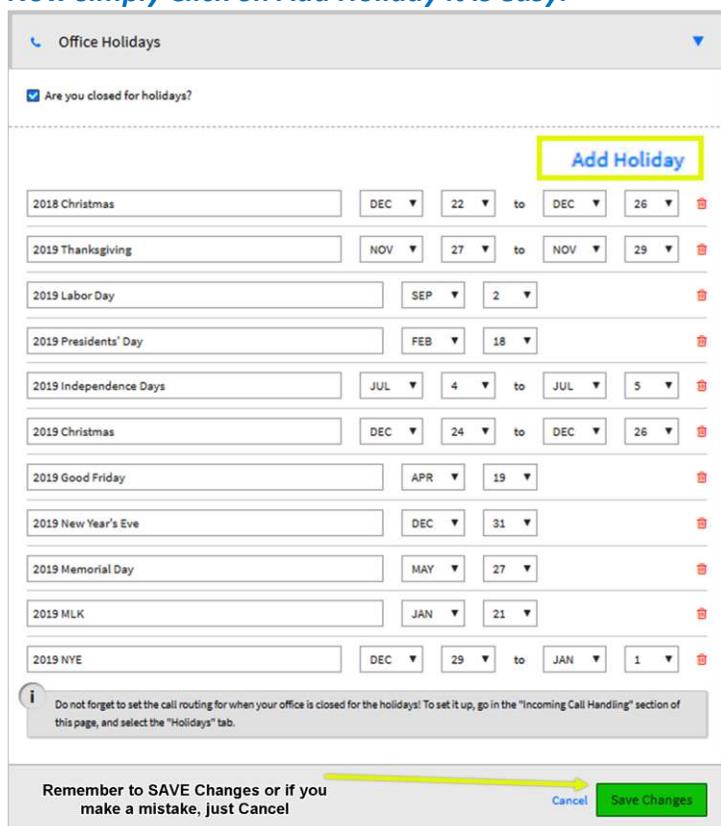
When adding the Holiday, you are prompted to choose a SINGLE Day, a RANGE of Days, or Advanced, such as the Third Thursday of the month. If you make a mistake, you can just CANCEL and start over. You may also DELETE a holiday.

Remember, if you set, say, Tomorrow (Tuesday) as a Holiday, as you are out of the office, Remember when you come back in to DELETE that holiday, otherwise Next Tuesday, your office will not receive any calls.

Let's say it is 3:00 and you wish to Close Early. Simply go in, set Today as a Holiday.   Once you set it, the office will be closed. Remember, tomorrow, to delete that holiday.

So what is supposed to happen when you set a HOLIDAY?
This can be very complicated. For some accounts we have set up Advanced Call Flows, which for most people are too complex to figure out. However, many accounts have simple Call Flows which are easy to manage. The Call Flow determines where your calls go when your office is OPEN and when your office is CLOSED.

Let's take a further look at your Office Hours Call Flow on the next page. We will look at the Office Hours Strategy.
Below we have a basic Office Hours Strategy where the office is OPEN from 9:00am to 4:30 PM and Close for Lunch every day From 12:00 to 1:30pm (13:30). Also you will see the Office is Closed on Saturday and Sunday.

Basic Office Hours Strategy

Incoming Call Handling can be set individually for: Open Hours, Lunch Hours, After Hours, and Holidays.

Each Tab allows you to set one of three options:

1. Ring to a Virtual Receptionist
2. Ring to A GROUP and then if No Answer to a Virtual Receptionist
3. Ring to a Group and then, to the Voicemail Box you select.

Based upon your business Hours Strategy and your respective Incoming Call Handling, you can determine where your calls go During Open Hours, Lunch Hours, After Hours and Holiday Hours.

When you set a Holiday, to forward the phones, the Holiday will utilize the Pre-Determined set of rules you set in the Incoming Call Handling.