

OVERVIEW

When an incoming call is placed to a specific directory number (DN), the Call Forward feature will forward the call to a preset internal/external destination. There are two types of Call Forward:

1. *Station* Call Forward – Destination is determined by the user (default)
2. *System* Call Forward – Destination is preset by system administrator

**Activation/
Deactivation**

Call Forward may be activated or deactivated for every Primary Directory number (PDN), Phantom Directory Number (PhDN), Station Hunting pilot number, and MCP number. Call Forward may not be activated/deactivated for the Group CO (GCO)/pooled lines button). Call forward only applies to the PDN of the station having ownership. When an incoming trunk call terminates and indicates at the DN and GCO button, (*and* Call Forward is activated at both buttons), the call forward at the DN button has priority while the call forward (PDN of station having ownership) on the GCO button is ignored. This action occurs regardless of the type of Call Forward activated.

To activate Call Forward, press the **Call Forward** function button or dial the access code. The PDN/PhDN and destination of Call Forward should have a programmed function button, if not - activate Call Forward No Answer by access code BY dialing the following:

CNFA Access Code

“CFNA Activate Access Code (+ Destination + # (+Timer Value))”

This access code activates CFNA to the PDN.

When activating Call Forward by the access code, entering destination and timer values are optional. The system will automatically use the last destination and timer value entered. If the destination is invalid, or incorrect, the system returns a reorder tone and refuses activation of Call Forward. If the forwarding destination is external, the system verifies that the station is allowed to access the outgoing feature by Class of Service (CoS) and further verifies that the station is allowed to make a call to the specified destination by Toll Restriction. If the activating station is not allowed in either case, the system returns the reorder tone and refuses activation of Call Forward.

If a station goes on-hook without completing the destination, the system immediately recalls. If the station is off-hook, the system returns the reorder tone to notify that Call Forward has not been activated. If a station goes on-hook (completing the destination), Call Forward is activated. If the inter-digit timer expires while the destination number is entered, the user may not enter additional digits. If the destination is completed before inter-digit timer expires Call Forward is activated otherwise a reorder tone is returned to the user and Call Forward is not activated.

**CFNA Deactivate
Access Code**

To deactivate Call Forward, depress the same Call Forward function button used for activation or dial the CFNA Access Code.

This access code deactivates CFNA to PDN.

Forwarding Conditions

Call Forward is categorized into the following groups depending on the type and condition of the call forwarded:

Table 1 - Trigger

Call Type	All Calls	Busy	No Answer	Busy/No Answer
Any Call	X	X	X	X
External Call	X	X	X	X

Forwarding conditions are exclusive and only one condition may be stored for each call type. If Busy is newly set while All Call is being set, Busy is activated and All Call is deactivated. When Call Forward is deactivated, the system stores the destination set prior to Call Forward activation.

Call Forward may be set independently for any call type. When an External Call is applied to an Incoming Call from a trunk line, Call Forward is not set for the External Call; an incoming call from a trunk line is forwarded based on Any Call.

A Call Forward destination must be accessible from the keypad as shown below:

- DN (PDN, PhDN, Station Hunting, ACD pilot number, etc)
- Trunk group access, LCR, or trunk origination access code + trunk #
- Speed Dial (System / Individual)

When a call is forwarded, required information is referenced by the forwarding party's Class of Service, however, when the call forward destination is a CO line, the automatic release timer setting is dependent on the originator's Class of Service (CO line release allow/deny.)

External Destination

If the Call Forward destination is external and the call is to be forwarded outside the node, forwarding will apply only to the dialed destination. For any call forwarded/transferred from another station, call forwarding to the external destination is not applicable.

If the type of call forwarding is All Call to an external destination, the station will signal as busy.

If the type of call forwarding is No Answer, the call continuously rings the station. As multiple hops begin, the relationship begins to diminish between the calling party and the forwarded destination. Call should not be forwarded to external destinations if the forwarding station is not the dialed station. Call Forward External is executed based on the Class of Service of the forwarding party.

If the destination of Call Forward is busy or it activates Do Not Disturb mode so that it does not accept the incoming call, then Call Forward is not established unless the feature that forwards the call is activated at the destination. When All Call or Busy is not established, the originating station hears a busy tone (or a special busy tone.) In this case, the information related to the forwarding destination, e.g. DN and status, displays at the originating station. When Call Forward No Answer is not established, the incoming call continues at the forwarding station.

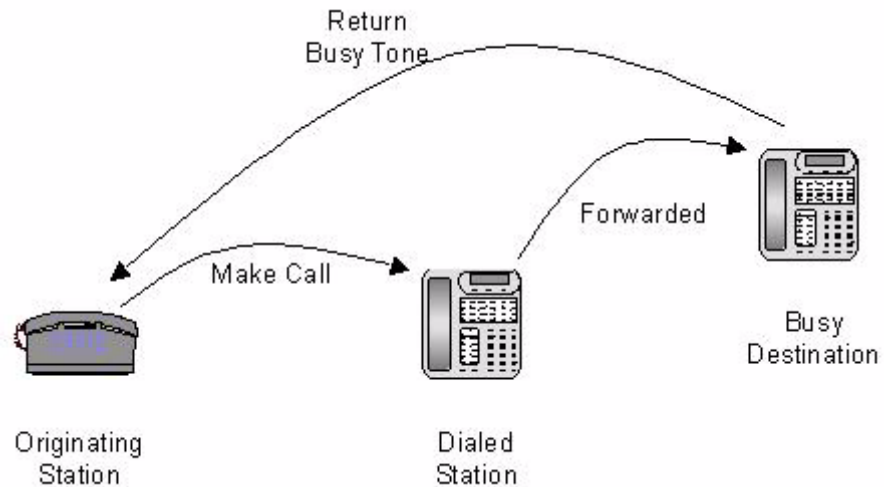


Figure 1-1 Call Forward Busy Destination

If the destination of Call Forward All Call or Call Forward Busy is an extension station or a pilot number which are All Call or Busy, the call is forwarded again. The number of hops is fairly unlimited. If the last station in a sequence of forwarded stations is busy, and one or more of the stations in the sequence is Call Forward No Answer, the system will ring the Call Forward No Answer station immediately preceding the last station. The forwarding chain will complete if immediate forwarding is used (Call Forward All Call or Call Forward Busy.) The originating station will hear a busy tone if the call is not terminated.

If Call Forward or immediate forwarding is executed several times, and a loop is made at any portion in the forwarding chain, the last call forward will not be established. This forwarding chain is applied not only to Call Forward, but to all features such as Automatic Call Distribution (ACD) After-Shift forwarding which forwards a call without terminating a call at any station. Additionally, Call Forward No Answer is not restricted by the forwarding chain.

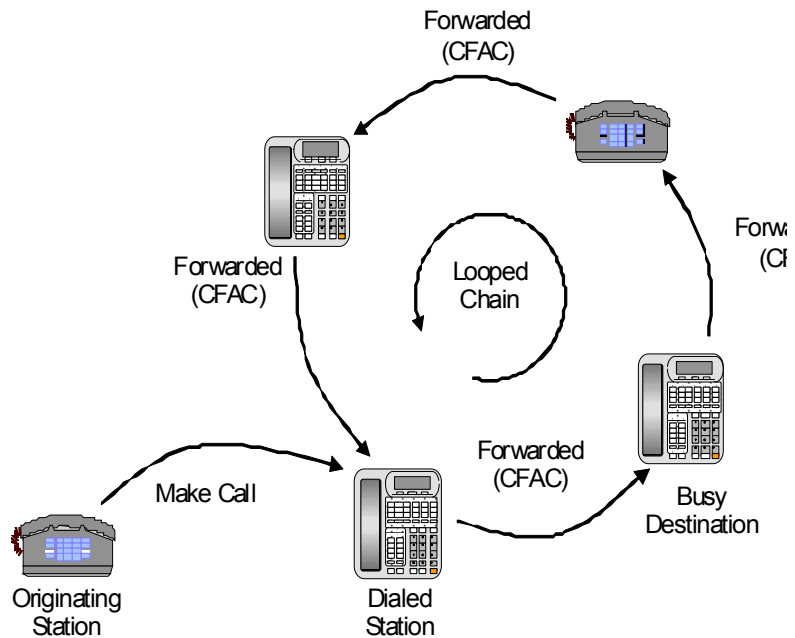


Figure 1-2 Call Forward All Call Loop

If the forwarding chain forms a loop, the last forward is regarded as “incomplete”. In the illustration above, a call has not terminated to any station before the loop was formed. The originating station will hear a busy signal.

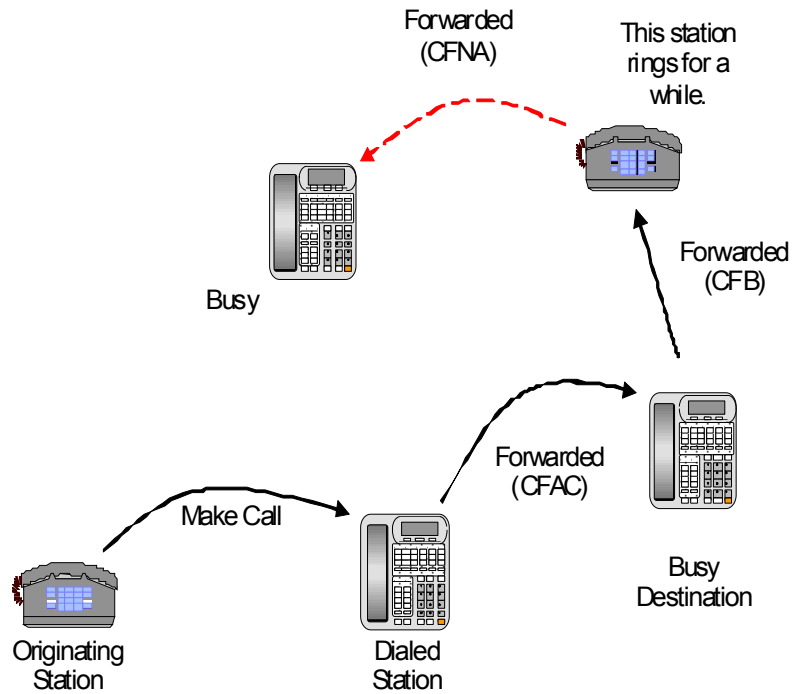


Figure 1-3 Call Forward No Answer

If the last forward fails, the last ringing station continues ringing as if there was no call forward.

Call Forward All Call or Busy is not applied to the call placed to the originating station (specifically attendant console) set by Class of Service.

Note: Call Forward No Answer timer may be set for 8-60 seconds per station (default is 12), and either CFNA or CF-B/NA

Password for Remote Access

A password is required when attempting to activate Call Forward for the PDN of another station or Pilot DN. Passwords are four (4) digits in length from 0-9 and may be set by system or station programming.

The password is the same as the owner station DN where Call Forward was activated/deactivated. Pilot numbers have no owner station, and the password programmed per pilot numbers is used.

Pre-registered Call Forward

When Call Forward is activated for multiple DN's using the pre-registered Call Forward button, the call forward status on each DN is overridden individually.

Example: If Call Forward is activated on DN=X, and Call Forward on DN=X, DN=Y, and DN=Z is activated using the CF Call Forward feature button, then DN=X is overridden by a new Call Forward status associated

with the pre-registered call forward and a new call forward status is set on DN=Y and DN=Z.

When a pre-registered Call Forward is activated, the feature button (FB) turns red. The LED will turn off when the pre-registered Call Forward is deactivated by the same button or when all of call forward status relevant to the pre-registered Call Forward button is overridden or deactivated.

Call Forward Set A user may determine if Call Forward has been set on a station's DN by DT of internal call, after the command is entered To do this:

- Method of Determination
1. Set the Call Forward dial tone program to "Enabled"
 2. Operate to hear the internal dial tone at a station
 3. When Call Forward has been set on the DN, the station hears a Dial Tone (Refer to Audible Tone)

Media Server Restrictions Media Server restrictions include entering a registration or cancellation access code from:

- SIP station
- SLT connected to a gateway
- Remote node the media resource is hunting

Access code entry will be refused when media resource may not be hunted and the Call Forward setting is not changed. The stations (or trunk) have no method to notify the user that the access code finished successfully other than signaling a tone.

Call Forward

Call Forward may be activated or deactivated for every Directory Number (DN), Primary Directory Number (PDN), Phantom Directory Number (PhDN), and Station Hunting pilot number.

Call Forward **may not** be activated or deactivated for any of the Group CO (GCO) or pooled lines buttons.

Call forward applies to the PDN of the owner station.

When an incoming trunk call terminates at a DN or GCO key, and Call Forward is set to activate at both keys, the DN key has first priority. The call forward (PDN of the station having ownership) on the GCO key is ignored, regardless of the type of Call Forward activated.

The Call Forward feature may be programmed at IP Telephone base station, attendant console, or online using Enterprise Manager.

The Call Forward feature may be set/reset for:

- Directory Number
- Primary Directory Number
- Phantom Directory Number
- Station Loop
- Extension pilot number

Call Forward

Two types of Call Forwarding may be set:

Call Forward Types

System Call Forward – automatically directs calls to a predefined location, such as Voice Mail or a DN. System Call forward is set via system programming; please see your system administrator to modify this feature.

Station Call Forward – is used to replace a System Call Forward destination with a custom Call Forward setting made from a base station, however, voice-first calls may not be forwarded using this feature.

Important! Check with your System Administrator to determine if the system uses a feature called “Basic Survivability”. If so, **DO NOT** make any changes to Station Call Forward settings.

System Call Forward

System Call Forward directs calls to a destination preset by an administrator for each telephone. This is normally set to send the call to voice mail.

- To turn on System Call Forward press **#620**. Three short tones emit and “DATA PROGRAMMED” is displayed confirming entry
- To turn off System Call Forward, press **#621**. Three short tones emit and “DATA PROGRAMMED” is displayed confirming entry

Station Call Forward

Station Call Forward allows the user to re-program a base station to override the System Call Forward button assignments. The direct extension buttons are programmed at the system level, however, they may be modified by the user for whatever Call Forward features they choose. These are normally the extensions dialed most frequently, or an external number.

Call Forward features may also be programmed using IPedge Enterprise Manager. Note that Call Forward settings must be assigned prior to receiving any call.

Important! Check with your System Administrator to determine if the system uses “Basic Survivability”, if yes, do not change your station call forward settings.

The following calls may be forwarded from a station:

- Internal calls
- Auto-attendant calls
- Outside lines that ring one station only
- Transferred internal or incoming line calls

Station Call Forward Categories

Call Forward may be set for the following call categories, and there are five different Call Forward Settings that may be assigned. (See [“Call Forward Settings”](#) on [Page -9](#)). Call Forward destinations may be set to internal destinations or an outside telephone number.

- Call Forward Any Call – Forwards any call, internal or incoming line
- Call Forward - Incoming Line – Forward incoming line calls only
- Call Forward Any Call - Set for Another Station – Set forwarding of all calls for another telephone within the system
- Call Forward - Incoming Line Set for Another Station – Set forwarding of incoming line calls for another telephone within the system

Note: Call Forward Any Call and Call Forward - Incoming Line may be set simultaneously on a telephone. This allows incoming line calls to be forwarded to a different destination than other call types.

Note: Each Call Forward Setting has a different cancellation code.

Call Forward Settings

1. Call Forward All Calls – Forward all calls immediately
2. Call Forward Busy/Do Not Disturb – Forward calls immediately when extension is busy or set to Do Not Disturb (DND)

Note: In “tone-first” systems with multiple lines, Call Forward Busy forwards calls only when all lines are in use. In “voice-first” systems, Call Forward Busy forwards all calls whenever the telephone is in use

3. Call Forward - No Answer – Forward unanswered calls after a set number of rings (preset individually for each station)
4. Call Forward Busy/Do Not Disturb/No Answer – Forward all calls when Busy, DND, or when call is unanswered after a set number of rings
5. Call Forward Cancel – Cancels the currently set Call Forward feature

Station Call Forward Procedures

Call Forward functions are registered by entering the commands outlined below, or by programming a Programmable Feature Button (FB) on the base station.

To use the Call Forward button sequence:

- Follow the instructions in [“Example: Call Forward to extension”](#) on [Page 10](#). Some features may require additional input:
 - Destination extension or telephone number – Call Forward destination numbers may be internal extensions or external telephone numbers. If the destination is an external number, enter outside line access code (e.g. **9**) + **telephone number** + **#**. The system will allow a 32 digit maximum
 - Timer (Call Forward No Answer Timer) – Enter the number of seconds (08 - 60). The telephone should ring before forwarding the call.

- Call Forward Pass Code – A four-digit Call Forward pass code may be preset by the System Administrator. This will allow one station to activate the call forward setting for another. Users must enter the Call Forward pass code for the station to be forwarded

Program Call Forward via Enterprise Manager

To program call forward button destination using Enterprise Manager:

1. Login to Enterprise Manager
2. Select System > Call Forward
3. Click the check box for the SCF number
4. Select Call Type and click the **Edit** icon



5. In the "Call Forward" window, enter the first destination to which the call should forward (up to 32 digits, default is null)
6. Enter the number for Destination 2.
7. Click **OK Button**
8. Click **Save** icon to save settings

Example: Call Forward to extension

To set Call Forward Busy/No Answer from a base station:

Base station extension button + #6041 + XXXX# + 10

1. Press your extension button
2. Enter access code **#6041**
3. Enter internal extension to forward to **XXXX#**
4. Enter ring time in seconds (e.g. **10**) before call forwards

Example: Call Forward to outside line

To set Call Forward Busy/No Answer for a different extension, and forward calls to an outside telephone number:

Extension button + #6042 + YYYY + 1111 + # + 9 + (1-949-555-0000) + # + 08

1. Press your extension button
2. Enter access code **#6042**
3. Other telephone's extension number **YYYY**
4. Call Forward Pass code for other telephone **1111**
5. Enter **#** for an outside destination number
6. Outside Line Access Code (e.g. **9**)
7. Enter outside telephone number **1-949-555-0000**
8. Enter ring time in seconds (e.g. **08**) before call forwards

PROGRAMMING

IPedge provides two classes of Call Forwarding:

- System Call Forward – (set in System Programming) which automatically directs calls to a predefined location, such as Voice Mail
- Station Call Forwarding – Station Call Forwarding replaces System Call Forward destination with a custom Call Forward setting made from the base station

System Data

1. In Enterprise Manager, select **System > System Data**.
2. Select the Server from the dropdown list.
3. Select Enable or Disable.
 - Enable - a call that is received by a station with system call forward to another destination which also has call forward will follow the destination's call forward setting
 - Disable - the call will route to the second destination of the original station's System Call Forward programming
4. Click on **Save** icon or select **Apply To** to assign the parameter to multiple servers.

System Timer

1. In Enterprise Manager, select **System > System Timer**.
2. Select the Server from the drop down.
3. Assign the Call Forward No Answer Timer value 8-180 seconds (default =16.)
4. Click on **Save** icon or select **Apply To** to assign the parameter to multiple servers.

Class of Service

1. In Enterprise Manager, select **System > Class of Service**.
2. Select the Server from the drop down.
3. COS Number – Select the COS Number.
4. Place a check mark to the right of Call Forward Override to enable the feature (default is disabled.)
5. Reset to Default sets all values to factory defaults.
6. Click on **Save** icon or select **Apply To** to copy the changes to multiple servers.

Station Call Forward

Station Call Forward enables you to assign Call Forward destinations for each extension on your telephone to override the telephone's System Call Forward settings.

1. In Enterprise Manager, select **Station > Station Assignment**.
2. Select the Server from the drop down.
3. Check the Station.

4. Click on **Edit** icon.
 5. Select Show advance configuration.
 6. Assign the Call Forward template.
 7. Optional: You can assign an authorization code that can be used to assign Call Forward and DND from another station.
 8. Click on **Save** icon.
- Phantom DN System Call Forward
- Note:** System Call Forward can be overridden by Station Call Forward.
1. In Enterprise Manager, select **Station > Phantom DN**.
 2. Select the Server from the dropdown.
 3. Check the Phantom DN.
 4. Click on **Edit** icon.
 5. Select the Call Forward template from the dropdown.
 6. Click on **Save** icon.
- Hunt Group/Multiple Call Group Call Forward
- Note:** System Call Forward may be overridden by Station Call Forward.
1. In Enterprise Manager, select **Station > Station Group**
 2. Select the Server from the dropdown.
 3. Check the Group.
 4. Click on **Edit** icon.
 5. Select the Call Forward template from the dropdown.
 6. Click on **Save** icon.
- Assign a Call Forward Key to a Station
1. In Enterprise Manager, select **Station > Station Assignment**.
 2. Check the station to be programmed.
 3. Click on **Edit** icon.
 4. Select the **Key tab**.
 5. Right-click the key to be programmed This will highlight the key and pop-up a screen with button types.
 6. Click on **Call Forward >** (forward feature required.)
 7. Click on **Save** icon.
- Initializing System Data
1. In Enterprise Manager, select **System > Data Initialize**.
 2. Check the program(s) to be reset to default.
 3. Click **Execute**.
 4. You will be asked to confirm deleting the current programming.
- Optional: Modify Call Forward Codes
1. In Enterprise Manager, select **System > Flexible Access Codes**.
 2. Click the access code to be changed.

3. Click **Delete**.
4. You will be asked to confirm the deletion.

System Call Forward Assignment

This assignment is used to configure up to 32 system call forward patterns. Station DNs are assigned to these patterns in the station COS assignments.

Note: The Administrator programs the condition of transfer by setting Call Type, Period and Telephone Status. Destinations 1 and 2 should be programmed after transfer conditions are set.

Field	Description
SCF Template	Select the SCF pattern number to configure 1-10
Call Type	Select the type of call that should forward in this pattern
Period	Select the system time period in which this SCF pattern should operate
Telephone Status	Select the telephone DN status that should cause this SCF pattern to operate
Destination 1	Enter the first destination where the call should forward Up to 32 digits (default = no value)
Destination 2	Enter an alternate destination where the call should forward Up to 32 digits (default = no value)

System Call Forward Setup

The copy function in IPedge Enterprise Manager allows users to selectively copy SCF destinations to any or all SCF segments and any or all SCF templates.

1. Login to IPedge Enterprise Manager.
 2. Select **System > Call Forward**.
 3. Select an SCF template (1-32) and click **Edit** icon.
 4. Select a **Telephone Status** from the pull-down (example "Busy No Answer".) The System Call Forward screen displays the status of the SCF template
 - Select the required values from the drop-down menus for the System Call Forward and Telephone Status fields. These fields are required. The full page will display for editing when the second field is selected
- Note:** If not yet configured, the Telephone Status field indicates "No Forwarding"
5. Select Call Type and Period by highlighting the desired line in the display.

- Click **Edit** icon.

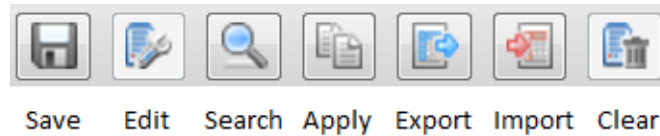


Figure 1 Enterprise Manager Toolbar Icons

- Type the required information in the Destination 1 and 2 fields; Destination 1 is required, Destination 2 is optional.
- Click **OK** to send the data to the system.
- Click **Save** icon to send the destination assignments to the system

OR

Click **Apply to** icon to display the Apply To Control Dialog box. Users may click **OK** at any time to copy destinations to any SCF template, call type, period, and all SCF segments and templates.

Select the Destination(s) to be copied

- Uncheck the box to remove destination entries.
- Select the appropriate Period, Call type, Status, and SCF assignments where the destination(s) should be copied.
- Click **OK**. Your entries are submitted and the destination(s) are copied to all assignments that you selected.

Possible Errors

- Delete value for Destination 1 (only) when Destination 2 is assigned
- Assign value to Destination 2 with Destination 1 field empty

Note:

- If "Prompt on Error" is checked, the copy function stops if one of the above errors occurs, the user is given a choice to continue or abort - continue skips the error and does not perform the copy
- If "Prompt on Error" is not checked, any and all errors are skipped and the copy is not executed
- Destinations may be assigned or removed simultaneously

CAPACITY

- Number of call forward hops: 10
- Maximum number of Call Forward destination digits is 32 including symbols and pauses

AVAILABILITY

Table 1: Call Forward Features

Station/Line	Descriptions
IPT	Register/cancel Call Forward Register/cancel Call Forward of remote DN via remote access code
Soft IPT	Register/cancel Call Forward Register/cancel Call Forward of remote DN via remote access code
IP Attendant	Register/cancel Call Forward Register/cancel Call Forward of remote DN via remote access code
SIP compliant station	Register/cancel Call Forward Register/cancel Call Forward of remote DN via remote access code Does not provide Stuttered Dial Tone No recall termination when setting wrong digits
SLT (via FXS gateway)	Register/cancel Call Forward Register/cancel Call Forward of remote DN via remote access code Does not provide Stuttered Dial Tone No recall termination when setting wrong digits

RESTRICTIONS

N/A

HARDWARE

No additional hardware is necessary for the Call Forward feature.

FEATURE INTERACTION

Call Forward is a robust feature in the IPedge telephone system. This section describes these features in technical detail along with the various terminology.

CALL FORWARD**Table 1 - Call Forward Acronyms**

Acronym	Description
AC	All-Call
CF	Call Forward
CF/BNA	Call Forward - Busy/No Answer
CF/NA	Call Forward - No Answer
CoS	Class of Service
DND	Do Not Disturb
SCF	System Call Forward

Account Codes When a call is forwarded to a public trunk by Call Forward, the originator must enter a forced account code (if required by feature programming.)

The forwarding party's [Class of Service](#) is used to determine whether an Account Code is required. Under certain circumstances a user may be required to enter a forced account code.

CAUTION! Use caution when setting a Call Forward destination as an external number requiring an account code.

ACD Overflow to Voice Mail When All Call, Busy, Call Forward, or System Call Forward is set at the overflow destination and the call must be unconditionally transferred, the call is not overflowed and stays at the terminating point. When Call Forward No Answer **or** System Call Forward No Answer is set, and termination is possible, the call is overflowed. When No Answer timer expires, the call is terminated again to the terminating point.

Advisory Message When a call is forwarded, Advisory Message of neither the first dialed destination nor the destination station is displayed at the originator station. When forwarding is activated and fails at the first dialed destination, Advisory Message set at the first dialed destination displays. When Call Forward No Answer is set, Advisory Message of the first dialed destination displays.

After-Shift Service When System Call Forward is set in the After-Shift destination, the system assumes the destination to be the Dialed Station.

Automatic Busy Redial (ABR)	If a call is transferred to the public trunk using System Call Forward and encounters a busy destination, Automatic Busy Redial will not be applied.
Automatic Callback (ACB)	Automatic Callback is activated for a busy extension station that is found first in a forwarding chain. Note: Automatic Callback is not influenced by Call Forward
Automatic Camp On	When Call Forward is activated at the destination, the call is forwarded per Call Forward programming. If the destination is not found, the call will automatically camp on to the extension line defined by Call Forward programming.
Automatic Line Selection	The “longest ringing” call means the call which is ringing for the longest time of period at a particular station. The system does not count ring duration prior to reaching the destination station.
Back Light	When the call terminates to the station that registered Call Forward All or a Busy condition including Busy/No Answer condition, and the call is forwarded to destination, the originating station backlight will not change. When the call terminates at the station which registered Call Forward No Answer including a No Answer condition of Busy/No Answer, the originator station’s Backlight will illuminate, then the call is forwarded to the destination and the Backlight off timer begins.
Basic Survivability	After the IP Telephone (IPT) goes to the secondary server by switchover, the terminating calls on the primary server are forwarded to the secondary server via Call Forward. Neither the customer or the administrator may set and/or cancel the Call Forward setting for other purposes.
Caller ID	Caller information may display on a Call Forward destination, however, the forwarding DN is not displayed if the forwarding destination is a single-line telephone (SLT) capable of displaying caller ID data. If the forwarding station is an SLT capable of displaying caller ID data and the call is forwarded by Call Forward No Answer, the forwarding station may continue to display caller information after Call Forward No Answer is executed.
Caller Name Identification	Call Forward originator data is sent to the trunk if trunk forwarding is successful by Call Forward.
Call History	When an internal call is forwarded unconditionally to another destination by Call Forward or System Call Forward , the call is recorded as the call history of the forwarding station only when the extension is a Dialed

	<p>Station When the forwarded destination accepts this call, the call is recorded as the forwarded destination also.</p> <p>If a call is forwarded by Call Forward No Answer, the call is recorded as "Redirected" when forwarded.</p>
Call Transfer Immediate	<p>Call Forward registered on a Dialed Destination station and/or the system is treated as an ordinary extension call.</p> <p>A call transferred by Call Transfer Immediate is treated as a Ring Transfer of System Call Forward only, however, a call transferred by pressing the Conf button and establishing Consultation Hold is not.</p>
Call Transfer With Camp On	<p>The Call Forward No Answer timer starts when the call is camped on the line where Call Forward No Answer is set. If the transferring party hangs up while the Camp On call is terminating, The Call Forward No Answer timer may continue.</p> <p>After the call is transferred by Call Transfer With Camp On, the No Answer timer continues even if the Camp On call is forwarded by Call Forward after the Call Forward No Answer timer expires.</p>
Cancel Button	<p>For all Call Forward types – If the originator presses the Cancel button during Call Forward destination ringing, the DN button of the originating station is seized and the station returns to Dial Tone. The operation does not cancel the behavior of Call Forwarding and returns to the state of ringing Call Forward at the forwarding station.</p> <p>Pressing the Cancel button after registering or canceling Call Forward registration does not cancel the Call Forward operation</p>
Class of Service	<p>When a call is forwarded to a destination, the Class of Service of the forwarding party is referenced to test whether or not Call Forward service is allowed.</p> <p>One exception is where the originator's Class of Service is referenced to determine if the outgoing call release/disconnect timer is enabled when the Call Forward destination is a public trunk.</p> <p>Call Forward will not work when the destination DN sets the Class of Service "Call Forward privilege", even if the DN owner station sets the Call Forward registration.</p>
Class of Service Override	<p>A terminating call forwarded by Call Forward will apply the forwarding party's Class of Service, so changing the originating party's Class of Service by the Class of Service Override feature does not apply for a forwarding call.</p>

	The originating party's Class of Service is applied to decide whether to disconnect an outgoing call while talking, not the forwarding party's Class of Service, provided the forwarding destination is the PSTN. If this occurs, the Class of Service that is changed by the Class of Service Override feature is used.
Conference on Hold	Call Forward does not work for recall termination of conference hold.
Conferencing	When the conference master calls the participant, the call is forwarded to the destination if the participant sets Call Forward.
Consultation Hold	Call Forward is not applied for Consultation Hold recall termination after disconnecting and releasing Consultation Hold.
Criterion of Busy	The decision of Call Forward Busy for the terminating call on the primary directory number (PDN) or PhDN of the owner station is treated as Busy. A Busy station at the Call Forward destination is treated as a normal Busy station.
Computer Telephony Integration (CTI) Link Protocol	<p>When a station with Call Forward No Answer is activated via Diversion, the Call Forward No Answer timer is cleared regardless of the success/failure of the Diversion.</p> <p>When the Diversion fails, the original termination continues and Call Forward is inoperative.</p> <p>The diversion does not work while terminating on a Call Forward destination, after Ring Transfer is finished and the Call Forward No Answer timer expires, when the Ring Transfer destination activates Call Forward No Answer.</p>
Delayed Ringing	When a call is forwarded to another station by Call Forward No Answer (before Delayed Ring 1 or Delayed Ring 2 timer expires), the timer is cancelled. If the destination station of Call Forward All Call, Busy or No Answer is set to Delayed Ringing, the timer begins after call is forwarded.
Dialed Number Identification Service (DNIS)	The DNIS/ANI/ CLASS information and the forwarding party's DN will display even if call terminates on Call Forward destination.
Direct Station Selection (DSS) Button	When a station associated with the DSS button activates Call Forward or System Call Forward , the call is forwarded. However, if the originating station is set to override Call Forward by Class of Service , the call is not forwarded, regardless of whether or not DSS button was used.

Directory Number Presentation	After Call Forward is successful, the Call Forward destination display shows the DN or presentation/DN of the transferring party.
Do Not Disturb (DND)	<p>When Call Forward All Call <i>and</i> Do Not Disturb are activated simultaneously, Call Forward All Call has priority and call is forwarded. A fast reorder tone is returned to the originator to notify the dialed destination activating Do Not Disturb if Call Forwarding fails because destination is busy. A reorder tone is returned to the originator to notify the dialed destination <i>not</i> activating Do Not Disturb that Call Forwarding failed because the forwarding destination activated Do Not Disturb <i>and</i> the dialed destination is busy.</p> <p>When Call Forward Busy and Do Not Disturb are simultaneously activated, the call is forwarded regardless of whether a line (station) is idle or not.</p> <p>During a call termination to which Call Forward No Answer is applied, if the station activates Do Not Disturb, the ringing stops, however, the No-Answer timer continues and the call is forwarded when the timer expires.</p> <p>When DND is applied to a call terminating on a Group CO Button (all GCO appearances may activate Do Not Disturb.) Call Forward Busy or System Call Forward Busy is applied and the call is forwarded if:</p> <ul style="list-style-type: none"> • The call terminates on a GCO button • The GCO button sets the ownership and PDN of the owner station activating Call Forward Busy <i>or</i> System Call Forward Busy • Other Call Forward and System Call Forward conditions are met
Do Not Disturb (DND) Override	<p>When DND is activated and DND Override is applied, Call Forward No Answer applies after the CF-NA timer expires.</p> <p>DND Override may be used as an ordinary call if forwarding by Call Forward fails and the originator hears a fast reorder tone.</p>
DND/ Busy Override	DND/ Busy Override feature is used the same as an ordinary call even if Call Forward fails <i>and</i> termination is rejected by DND and returned to the originator.
911 Emergency Call	Call Forward is not applied for Emergency Call termination. The emergency call will terminate regardless of Call Forward setting.
Enhanced 911 (E911) Interface	<p>Call is not forwarded if the E911 access code is set as a Call Forward destination; Call Forward to an emergency call destination must not be used.</p> <p>Callers dialing 911 using the Toshiba IPmobile dialer, the App will pass the call to the mobile devices native dialer to adhere to E911 guidelines.</p>

	<p>Note: Termination to Internal Notification does not apply to Call Forward as the call terminates on Internal Notification regardless of the Call Forward setting.</p>
External ACD	Calls distributed by the Automatic Call Distributor (ACD) queue are terminated on the agent station regardless of Call Forward setting.
Group CO Button	<p>The Group CO button on a Call Forward destination rings according to the Ringing Assignment setting and Jumping LED, and is treated as a normal call.</p> <p>The Group CO button on the Call Forward destination rings according to the setting of Multiple Appearance.</p>
Group Paging/Emergency Page	Call Forward does not apply for paging calls.
Hands Free Answer Back	<p>Call Forward No Answer is not applied to a hands free call unless it can be changed to a tone call. If it is, the call timer is reset.</p> <p>If a telephone at the Call Forward destination has been set to make a hands free call (Tone First/Voice First), only the first hopped call forward is handled as voice-first. Otherwise, the call is handled as tone-first. This prevents a speech channel from being suddenly connected causing unexpected confusion, because the first hopped call transfer can be recognized as call forward but it is difficult to recognize the call as call forward in case of second hopped or more calls forward. In this case, it is possible to change the call to a hands free call by the originator.</p>
Incoming Call Identification	If a Call Forward and a System Call Forward destination is an attendant group, the forwarded call is treated as Incoming Ring Transfer. If a Call Forward and a System Call Forward destination is an individual attendant, the forwarded call is treated as an Incoming Directory Number.
Intercept	<p>When a trunk line call attempts a transfer using Call Forward or System Call Forward, but fails because of a false destination of Call Forward, the Call Forward setting is invalidated and the call terminates to the original destination Intercept is not applied.</p> <p>When the intercept destination activates Call Forward or System Call Forward, the system follows the setting However, if the Call Forward destination is false, the Call Forward setting is invalidated and the call terminates to the intercept position.</p>
IP Phone User Mobility	The call is forwarded regardless of the login state when the call attempts to terminate on a PDN which also activates Call Forward All Call.

	<p>The call is forwarded when the call tries to terminate on a PDN that activates Call Forward Busy or System Call Forward Busy. The call is forwarded regardless of having multiple PDN appearances and the station state as a secondary appearance.</p> <p>If the call fails to terminate on the secondary DN because the station with DN ownership is logged out, the call is forwarded based on Call Forward Busy or System Call Forward Busy settings.</p>
LCD Shift Key	<p>Each feature button may be set to illuminate or hidden. Any service using the LED will continue to operate even though not indicated while hidden.</p>
Least Cost Routing (LCR)	<p>It is possible to make an LCR outgoing call at call forwarding by setting the Call Forward destination as "LCR access code + destination number".</p> <p>An M-Dial Tone is played if the destination is the trunk and the originating station is unidentified.</p>
Line Group	<p>Call Forward may originate a call to the public trunk by setting the Call Forward destination as "Line Group access code + external number".</p>
Lock Password	<p>A call is subject to restriction when made from a locked station to the extension that activates Call Forward to the public trunk.</p>
Lost Call Treatment	<p>Lost calls are handled by the Call Forward setting at the destination. On Call Forward No Answer, the Lost Call Final Timer continues. If timer expires before the call is answered, the call is automatically disconnected.</p>
Make Busy	<p>An incoming call to a station's PDN (via Call Forward All Call or System Call Forward All Call) is transferred regardless of whether the station is busy or not.</p> <p>An incoming call to a station's PDN (via Call Forward Busy or System Call Forward Busy) is transferred according to the systems Make Busy settings.</p> <p>An incoming call on line buttons (other than PDN), which is unable to terminate because the station having PDN Appearance is Make busy, is transferred according to the systems Call Forward Busy or System Call Forward Busy.</p>
Message Waiting	<p>Message Waiting is registered to the dialed destination regardless of the Call Forward setting.</p>
Multiple Calling	<p>If Call Forward is set on an MCP Number, the Pass Code of the primary MCP Number is used.</p>

	<p>If the destination of Call Forward is an MCP Number, Call Forward chain stops at the MCP Number.</p> <p>Call Forward registration at each Multiple Calling member is ignored</p>
Multiple Directory Numbers	<p>Call Forward applies to all MDN buttons when the MDN button is used to activate Call Forward.</p> <p>The condition to activate Call Forward Busy is that all MDN buttons are busy when Call Forward Busy is set on MDN.</p>
Network DN Table	<p>A Network DN may be specified as a forwarding destination.</p>
Network Direct Station Selection Button	<p>When the station associated with a DSS button activates Call Forward or System Call Forward, the call is forwarded. However, if the originating station is set to override Call Forward by Class of Service, the call is not forwarded. This feature is unrelated to calling the station using the Direct Station Selection (DSS) Button. For this Class of Service, refer to the Call Forward or System Call Forward system specifications. To use this feature, each node must be connected to the system and Network COS is necessary.</p>
Off-hook Call Announce (OCA)	<p>Call Forward No Answer is not applied to an Off-Hook Call Announce (OCA) call. If an OCA call is changed to a tone call, Call Forward No Answer is applied Each time the call is changed to a tone call, the call timer is set.</p> <p>If the Call Forward destination telephone has OCA enabled, and Automatic OCA is set at the originating station, the call is handled as a "Tone" instead of "OCA". This prevents unwanted confusion as a result of connecting a speech path as the call may be terminated at an unintended station.</p> <p>The originator may change this call type to OCA.</p>
Off-Hook Camp On	<p>When Call Forward All Call or Busy is repeated more than once, and a call becomes incomplete, Camp On is set at the busy extension detected first in the call forward chain Off-Hook Camp-On will not be set at any extension which has "All Call" activated.</p> <p>The timer for Call Forward No Answer begins after camp-on is retrieved and station rings.</p>
Outgoing Call	<p>When a call is forwarded to an external line, the forwarding party's Class of Service is referenced to determine whether or not to release the timer at outgoing call If applied, the releasing timer begins.</p>

Overflow	<p>When All Call <i>or</i> Busy <i>or</i> Call Forward <i>or</i> System Call Forward is set to Overflow at the destination station, and a call must be unconditionally transferred, the call is not overflowed but will remain in the attendant console queue. When Call Forward No Answer <i>or</i> System Call Forward No Answer is set at the Overflow destination, <i>and</i> a call can be terminated, Overflow is triggered. When the No Answer timer expires, the call returns to the attendant console queue.</p>
PC Attendant	<p>Call Forwarding may be set on the Attendant DN or IPT but <i>not</i> on Attendant group (which is set in the system Hunting Group.)</p> <p>If attendant is in “attended mode” when Call Forwarding is set on the Attendant DN, Call Forward is ignored and calls are treated as attendant individual calls.</p> <p>When Attendant is in Position Busy mode or Position Busy Pending mode, the call is not handled as Attendant call. Call Forwarding may begin with an Attendant individual call which is treated as an ordinary call.</p>
Phantom DN Button (PhDN)	<p>Call Forward may be set on each Phantom Directory Number (PhDN) line by using remote registration.</p>
Pooled Line Button	<p>The forwarded call rings at the Call Forward destination station per the Ringing Assignment setting (and Jumping LED) <i>and</i> on the Pooled Line buttons, but not at Call Forward destination which is treated as an ordinary call.</p>
Pop Speed Dial	<p>The Call Forward destination LCD displays the Speed Dial Name per the Pop Speed Dial setting (similar to an ordinary call.)</p>
Position Busy Mode	<p>A call to the attendant console PDN during Position Busy Mode or Position Busy Pending Mode is handled per Call Forward <i>or</i> System Call Forward specifications.</p> <p>In Attended Mode, the call is not influenced by Call Forward <i>or</i> System Call Forward, <i>or the</i> call terminated to the attendant console group <i>or</i> the call coming directly to the attendant console PDN.</p>
Private Networking Over IP	<p>Call Forward will apply when a call terminates to a private line.</p> <p>A Call Forward destination may be either the station DN <i>or</i> an external number on the trunk (via the network.) Call Forward for an extension may also be set/reset from a remote node using the Network Feature Access Code (see Example: Call Forward to extension). The Network DN is accepted as a PDN, but if it does not match the node specified by the Network Feature Access Code, an error will occur.</p> <p>In case of IPedge Net (IPedge system only), Call Forward is performed in during re-routing, removing any unnecessary use of the line.</p>

	<p>When a forwarded call is going outside from an outgoing gateway through IPedge Net (IPedge system only), the forwarding party's Class of Service is referenced.</p> <p>If a station or attendant with Call Forward Override privilege calls a station at a remote node through IPedge Net (IPedge system only), Call Forward will not occur even if activated. The originating station's settings must be delivered to the destination node by the Traveling Class Mark feature.</p> <p>The Network DN/Network Feature Access Code and IPedge Net (IPedge system only) access code + parameter may be registered as the destination of Call Forward <i>and</i> System Call Forward. Whether the call is permitted to reach the destination station or access remote node features is not validated upon registration.</p>
Recall Treatment	<p>The Call Forward setting for the recall destination is ignored and the call terminates.</p>
Remote Automatic Call Distribution (Remote ACD) Agent (IPedge system only)	<p>When a call is diverted to an IPedge remote node station, and the destination party sets Call Forward (per Class of Service), Call priority <i>and</i> CTI-related information is sent via IPedge, and Call Forward will function normally</p>
Ring Transfer	<p>Call Forward is applied to a <i>transferring</i> party, not to a <i>transferred</i> party. For example, if a station has an external party on Consultation Hold and initiates Ringing Transfer, the Call Forward is not applied to the external party as the call has terminated to the transfer destination.</p> <p>Call Forward No Answer is applicable to a ringing transfer call; No answer timer for Ring Transfer is maintained.</p>
Ringing Assignment	<p>Call Forward has priority over Ringing Assignment. The call is forwarded when the Call Forward No Answer timer expires, regardless of the Delayed Ringing setting (when the forwarded station stops ringing.)</p>
SIP Extension	<p>To use Rejected Call Forward, a user must specify the destination by setting Station <i>or</i> System Call Forward No Answer/Busy No Answer. To use System CF <i>and</i> cascading Rejected Call Forward, enable System Call Forward Cascade in Enterprise Manager under System > System Data > Sys CF Cascade. If disabled, the second Rejected Call Forward call will be disconnected.</p>
SIP Trunking	<p>SIP trunking is provided.</p>
Specified Caller Identification	<p>The Specified caller number:</p>

	<ol style="list-style-type: none"> 1. Is displayed on the LCD of Call Forward No Answer forwarding party when it rings 2. Is displayed on the destination station when call is forwarded to a remote node 3. Is not displayed on the Call Forward destination station's LCD <p>A specified caller number access code may not be entered when setting Call Forward. If this occurs, it is considered a wrong dial and the system returns a fast reorder tone.</p>
Station CO Line Access	<p>When a Call Forward user sends to the Facility Restriction Level (FRL) trunk, the forwarding party is compared with the FRL of the outgoing trunk. The FRL of the forwarded party is irrelevant.</p>
Station Hunting	<p>If All Call is set on a Pilot Number (PN), an incoming calls to that PN are forwarded Call Forward No Answer and Busy do not apply to PNs. The remote activation/deactivation access code establishes Call Forward for a pilot number.</p> <p>A terminating call at a PN activating Call Forward All Call will be forwarded.</p> <p>A terminating call on a PN activates Call Forward Busy if all Station Hunting members are Busy, activating Do Not Disturb, or in Make Busy mode.</p> <p>Call Forward No Answer is not applied to PN.</p> <p>The Hunting feature has first priority when a pilot DN is dialed. When a station DN is dialed, the Call Forward Setting has first priority.</p>
Station-to-Station Connection	<p>If a dialed destination has activated Call Forwarding, the call is forwarded per station settings.</p>
System Call Forward	<p>Depending on the System Call Forward settings, user-activated Call Forward may or may not have first priority over System Call Forward.</p> <p>If Call Forward is activated on an incoming call, User Call Forward occurs. If User Call Forward fails due forwarding destination settings, System Call Forward settings are disregarded.</p> <p>If Call Forward No Answer is set at the System Call Forward destination, the timer begins. When the timer expires, the System Call Forward settings will determine call routing. When Call Forward All Call has been set, the system assumes the destination to be busy.</p>
Tandem CO Line Connection	<p>If a tandem CO line connection is established, the forwarding party's Class of Service will be referenced to determine Call Forward transfer/</p>

	routing.
Toll Restriction	The Class of Service of the forwarding party will be referenced to check if Toll restrictions are enforced via system settings or Facility Restriction Level (FRL). Toll Restriction may be enforced when a call is forwarded to the public trunk by Call Forward.
Tone First/Voice First	<p>Call Forward No Answer is not applicable to a voice-first call. If a station set to voice-first mode has activated Call Forward All Call or is Busy, the call will be forwarded. If the destination of Call Forward is set in voice-first mode, only the first call forward is handled as voice-first, based on this setting. Otherwise, a call is handled as tone-first.</p> <p>Tone-First/Voice-First is not applied to a call transferred by Call Forward, which is handled as tone-first. Forwarded calls will always ring tone-first.</p>
Transfer Privacy	Call Forward No Answer will only interact with Ring Transfer. The terminating indication of a GCO/Pool button follows the Transfer Privacy feature even if the call is forwarded by Call Forward No Answer at a Ring Transfer destination.
Universal Call Distribution (UCD)	<p>If Call Forward or System Call Forward is set at agent, the call will not be forwarded. However, if Call Forward or System Call Forward is set at the overflow destination, the call will be forwarded.</p> <p>If cascade forwarding is made by Call Forward, the last Call Forward is not established.</p>
Voice Mail	<p>When Call Forward is repeated several times, then forwarded to voice mail, the Voice Mail ID of the first station dialed is the voice mail extension that the caller will be sent to, regardless of forwarding hops (count) and Call Forward type. If the first dialed station does not have the correct voice mail ID, the originator is connected to the Voice Mail and hears Greeting Message at the first time.</p> <p>When Call Forward is repeated several times and is finally forwarded to a voice mail, the call is sent to the voice mailbox of the first dialed station ID. If the first dialed station does not have the voice mail ID, the call is not forwarded to the voice mail but will be treated as if the forwarding destination were busy.</p>