

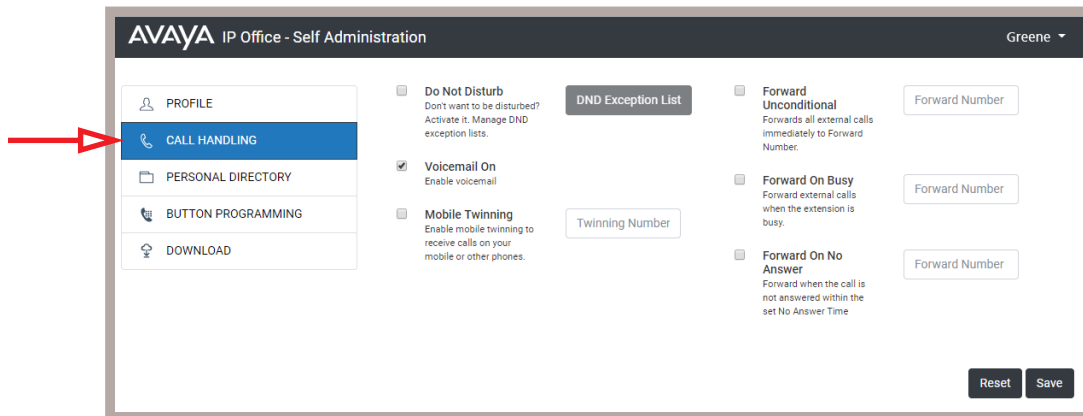
## Call Handling

### I WOULD LIKE TO...

Call Handling can often be managed using your desktop telephone. However, not all features may be available on the set that you use. These features can be controlled using the Self Administration page of the Web Manager.

### USER PROFILE: CALL HANDLING

- Launch Web Manager and login using your Self Administration credentials.
- On the personal account details page, go to the **Call Handling** tab.



- Enable the features that you want to use. Any changes made here will persist until they are changed again, either from this window or through the telephone.

**Do Not Disturb:** With this feature enabled, all calls to your extension will be sent directly to your voicemail inbox. Use the **DND Exception List** button to build a list of numbers and extensions that will ignore the DND setting and ring your phone regardless.

The 'DND Exception List' dialog box has an 'Add' button next to a 'Telephone Number' input field. Below is a table with two columns: 'Telephone Number' and 'Action'. The table contains two entries: '9057079700' and '5195551212', each with a trash icon in the 'Action' column. 'Cancel' and 'OK' buttons are at the bottom.

Telephone Number	Action
9057079700	
5195551212	

**Voicemail On:** Toggle on / off your voice mailbox. If this option is turned off, then incoming callers will not be able to leave you a message.

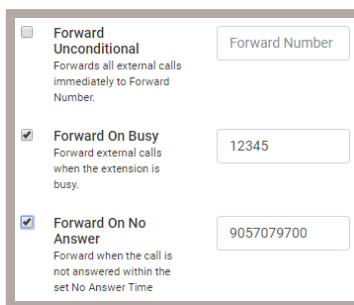
**Mobile Twinning:** Enable this feature, then enter your cell phone or any other number in the **Twinning Number** space. Incoming calls to your extension will ring on both telephones. Answering either one will disconnect the call from the other.

**Forward Unconditional:** Turn this feature on, and enter a number or extension into the space provided to have all of your incoming calls passed directly to this number. Your telephone will not ring, and the call will not be sent to your voicemail.

**Note:** Enabling **Forward Unconditional** will override all other Forwarding rules and Voicemail settings you have configured.

**Forward On Busy:** When an incoming call to your extension encounters a busy signal, enabling this option will transfer the call to another number or extension instead of going into your voicemail inbox. Enter the number to pass the call to in the space provided.

**Forward On No Answer:** When an incoming call to your extension goes unanswered, enabling this option will transfer the call to another number or extension instead of going into your voicemail inbox. Enter the number to pass the call to in the space provided.



The screenshot shows a configuration window for call forwarding. It contains three rows of settings, each with a checkbox, a title, a description, and a text input field:

- Forward Unconditional**  
Forwards all external calls immediately to Forward Number. [Forward Number]
- Forward On Busy**  
Forward external calls when the extension is busy. [12345]
- Forward On No Answer**  
Forward when the call is not answered within the set No Answer Time. [9057079700]

- When you are done, click the **Save** button to activate the changes.