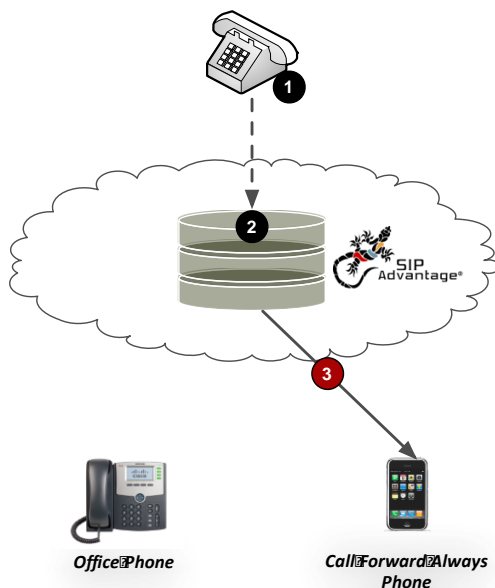


Feature Overview

In today's business world, fixed-mobile convergence (FMC) isn't a luxury — it's a necessity. With more and more employees working out of the office, it's becoming increasingly difficult for customers and colleagues to reach these remote workers given the number of different devices and numbers (mobile, office, home) they may be using. In such a disjointed environment, there is a need for a solution that makes communications as seamless as possible — whether an employee is working from the office, on the road or at home.

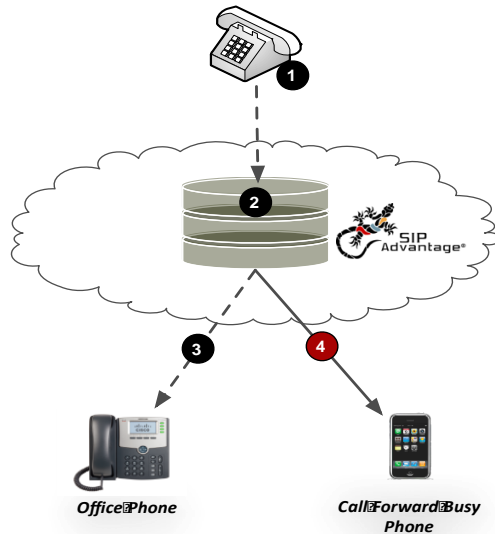
Multiple Call Forwarding options allow users to route calls to a desired location depending on certain criteria. Below are options that one can use to meet the situation at hand.

Call Forward Always – Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number. An optional status indicator is available to identify whether this service is enabled.



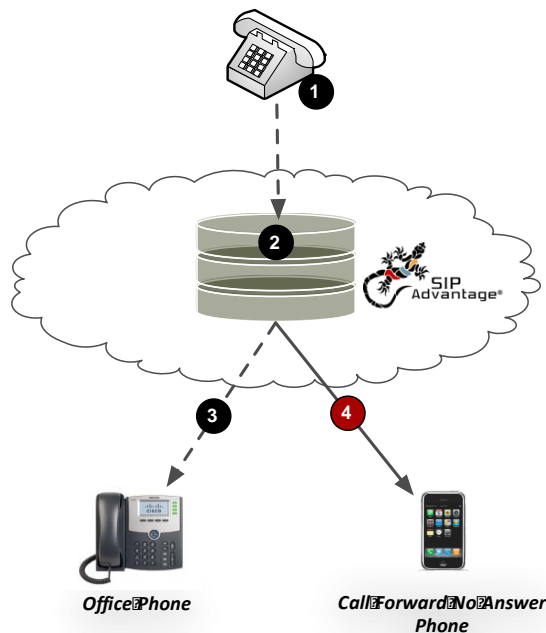
1. Caller dials the number to the users office phone
2. The Placetel UC-One network receives the call and begins the routing process
3. The Placetel UC-One network confirms if the user has activated Call Forward Always
4. Call is routed directly to the phone number defined by the user for Call Forward Always

Call Forward Busy – Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. This service is set as a default to forward to the user's voicemail. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number.



1. Caller dials the number to the user's office phone
2. The Placetel UC-One network receives the call and begins the routing process
3. The Placetel UC-One network confirms that the user's office phone is currently in use
4. The Placetel UC-One network confirms that the user has activated the Call Forward Busy feature and the call is routed directly to the phone number defined by the user

Call Forward No Answer – Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. This service is set as a default to forward to the user's voicemail. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding.



1. Caller dials the number to the user's office phone
2. The Placetel UC-One network receives the call and begins the routing process
3. The Placetel UC-One network sends the call to the user's office phone. If the call is unanswered after a defined number of rings (defined by the user) then the Placetel UC-One network confirms the Call Forward No Answer settings
4. Once the defined number of rings is met and the feature is confirmed the Placetel UC-One network will automatically forward the call to the defined phone number

Feature Prerequisites

Before the Call Forwarding feature can be used the following conditions must be met:

- At least one inbound number must be available to be assigned to a Call Forwarding station (Premium, Standard, Conference Room, Hosted Square Key, Hosted PRI-User, or Hosted POTS)
- At least one Call Forwarding number must be assigned to the station through the My Site dashboard. Call Forwarding stations are not automatically assigned when the Placetel service is provisioned
- When using the Call Forward feature to point calls to an external number, these numbers need to be entered in the My Phone Dashboard under the My Numbers tab

Note: If the number entered as the Forward to number is a long distance number, charges may apply. Also, the Calling plan must be set to allow LD outbound calls.

Using Call Forward

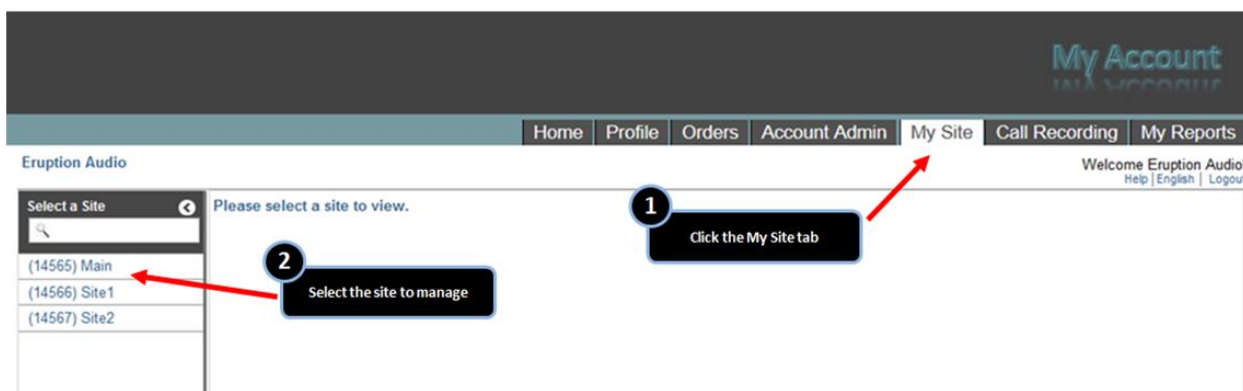
Once a single Call Forward number and station have been assigned to the My Site dashboard and the User has configured the Call Forwarding feature in the My Phone dashboard, the Call Forwarding feature is ready for use. The following sections describe how to configure the Call Forward feature.

Feature Setup

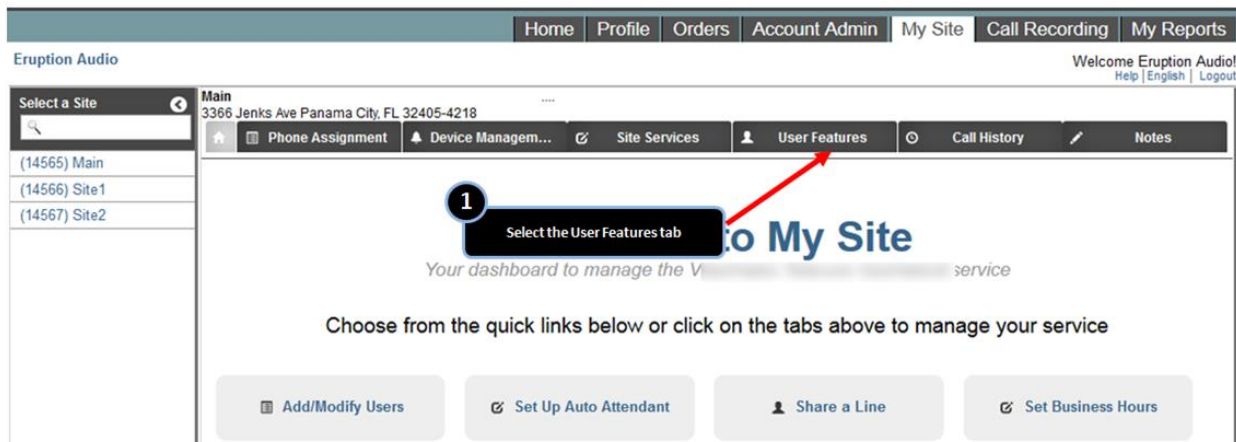
Administrative Setup

To use this service, log into My Site, and then simply follow the steps detailed below.

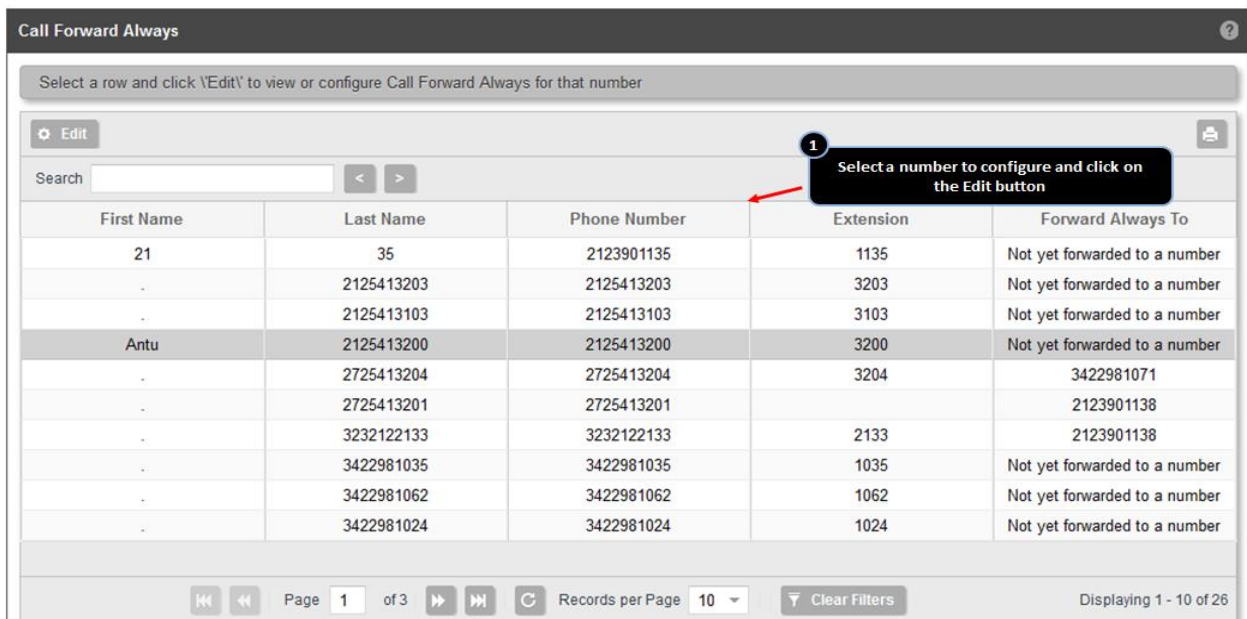
Step 1. Go to My Site and Select a Site



Step 2. Select User Features and then the Sharing tab



Step 3. Call Forward Always - Select the Call Forward Always button and then choose a user to configure



Step 4. Call Forward Always -Determine the number calls will be forwarded to (internal or external)

The screenshot shows the 'Call Forward Always' configuration window. It contains the following elements:

- Header:** 'Call Forward Always' with a help icon, a refresh icon, and a close icon.
- Search Bar:** A text input field with the placeholder 'Search'.
- Table:** A table with columns 'First Name', 'Extension', and 'Forward Always To'. The first row is highlighted.

First Name	Extension	Forward Always To
Antu Antu (2125413200)	3200	Not yet forwarded to a number
21	3204	Not yet forwarded to a number
-	1035	Not yet forwarded to a number
-	1062	Not yet forwarded to a number
-	-	Not yet forwarded to a number
-	-	Not yet forwarded to a number
-	-	Not yet forwarded to a number
-	-	Not yet forwarded to a number
-	-	Not yet forwarded to a number
-	-	Not yet forwarded to a number
- Form Fields:**
 - Forward Calls To:** Three radio buttons: 'Internal', 'External', and 'Do Not Forward'.
 - Reminder:** Two radio buttons: 'Ring reminder' and 'No reminder'.
 - Set all numbers to this phone number:** A checkbox.
- Callouts:** Three numbered callouts with red arrows pointing to specific options:
 - Points to the 'Forward Calls To' section. Text: 'Select to forward calls to an Internal or External number. You can also select Do Not Forward any calls. If Internal is selected a drop down box will appear. If External is selected enter the destination digits'.
 - Points to the 'Ring reminder' option. Text: 'When selected the ring reminder will play a brief tone on the user's phone when a call has been forwarded'.
 - Points to the 'Set all numbers to this phone number' checkbox. Text: 'If selected, all numbers, including alternate numbers for this site number, will be forwarded.'
- Footer:** 'Save' and 'Cancel' buttons.

If Internal, select the number calls should be forwarded to from the drop down box.

If External, enter the destination digits

Ring Reminder

When enabled, the ring reminder will play a brief tone on the user's phone when a call has been forwarded. Select **No Reminder** to disable the tone.

Set all numbers to this phone number

If selected, all numbers, including alternate numbers for this site number, will be forwarded.

Call Forward Busy

?

Select a row and click 'Edit' to view or configure Call Forward Busy for that number

Edit

Search

<

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1

Select a number to configure then click the Edit button

Print

First Name	Last Name	Phone Number	Extension	Forward On Busy To
21	35	2123901135	1135	2123901135
.	2125413203	2125413203	3203	2123901138
.	2125413103	2125413103	3103	2123901138
Antu	2125413200	2125413200	3200	Not yet forwarded to a number
.	2725413204	2725413204	3204	2123901138
.	2725413201	2725413201		2123901138
.	3232122133	3232122133	2133	2123901138
.	3422981035	3422981035	1035	Not yet forwarded to a number
.	3422981062	3422981062	1062	Not yet forwarded to a number
.	3422981024	3422981024	1024	Not yet forwarded to a number

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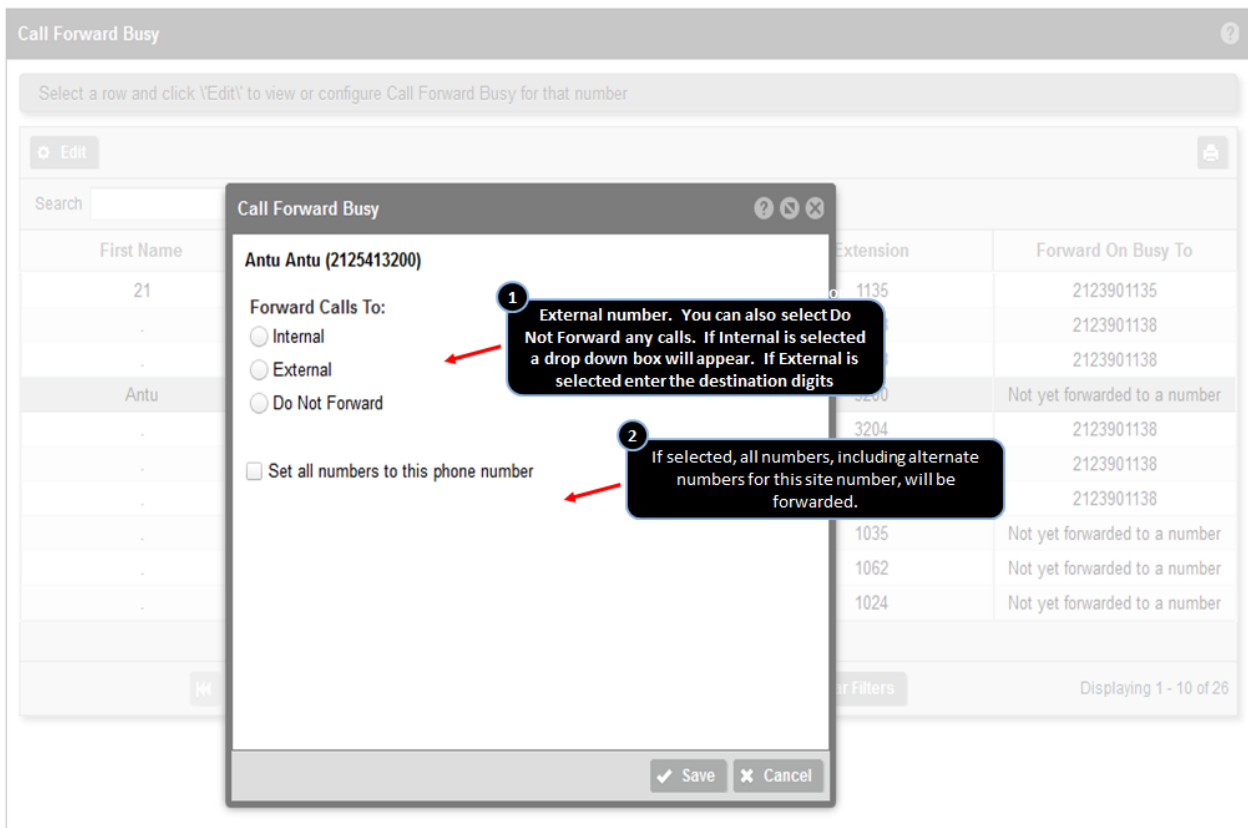
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Records per Page 10

🗑 Clear Filters

Displaying 1 - 10 of 26

Step 2. Call Forward Busy - Select an internal number or enter a external number



First Name	Extension	Forward On Busy To
21	1135	2123901135
-	-	2123901138
-	-	2123901138
Antu	-	Not yet forwarded to a number
-	3204	2123901138
-	-	2123901138
-	-	2123901138
-	1035	Not yet forwarded to a number
-	1062	Not yet forwarded to a number
-	1024	Not yet forwarded to a number

Select the type of destination to which calls will be forwarded.

- If internal, select the number calls should be forwarded to from the drop down box.
- If external, enter the destination digits.

Set all numbers to this phone number

If selected, all numbers, including alternate numbers for this site number, will be forwarded.

Call Forward Always

?

Select a row and click 'Edit' to view or configure Call Forward Always for that number

Edit

Print

Search

<

>

1

Select a number to configure and click on the Edit button

First Name	Last Name	Phone Number	Extension	Forward Always To
21	35	2123901135	1135	Not yet forwarded to a number
.	2125413203	2125413203	3203	Not yet forwarded to a number
.	2125413103	2125413103	3103	Not yet forwarded to a number
Antu	2125413200	2125413200	3200	Not yet forwarded to a number
.	2725413204	2725413204	3204	3422981071
.	2725413201	2725413201		2123901138
.	3232122133	3232122133	2133	2123901138
.	3422981035	3422981035	1035	Not yet forwarded to a number
.	3422981062	3422981062	1062	Not yet forwarded to a number
.	3422981024	3422981024	1024	Not yet forwarded to a number

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Page 1 of 3

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Records per Page 10

🗑 Clear Filters

Displaying 1 - 10 of 26

Step 2. Call Forward No Answer - Select an internal number or enter a external number and configure the settings seen below

Call Forward No Answer

Select a row and click 'Edit' to view or configure Call Forward No Answer for that number

Edit

Search

First Name	Extension	Forward On No Answer To
21		Not yet forwarded to a number
-		Not yet forwarded to a number
Antu	3200	Not yet forwarded to a number
-	3204	2123901138
-		2123901138
-		2123901138
-	1035	Not yet forwarded to a number
-	1062	Not yet forwarded to a number
-		Not yet forwarded to a number

Displaying 1 - 10 of 26

Call Forward No Answer

Antu Antu (2125413200)

Forward Calls To:

☐ Internal
☐ External
☐ Do Not Forward

Number Of Rings:

☐ Set all numbers to this phone number

1 Select to forward calls to an Internal or External number. You can also select Do Not Forward any calls. If Internal is selected a drop down box will appear. If External is selected enter the destination digits

2 Number of rings a caller will hear before the call is forwarded

3 If selected, all numbers, including alternate numbers for this site number, will be forwarded.

Select the type of destination to which calls will be forwarded.

- If internal, from the drop-down box, select the number calls should be forwarded to.
- If external, enter the destination digits.

Select the number of rings before forwarding.

- Use the up and down arrow keys to select the number of rings that a caller will hear before the call is forwarded.

Set all numbers to this phone number.

- If selected, all numbers, including alternate numbers for this site, will be forwarded

Feature Setup

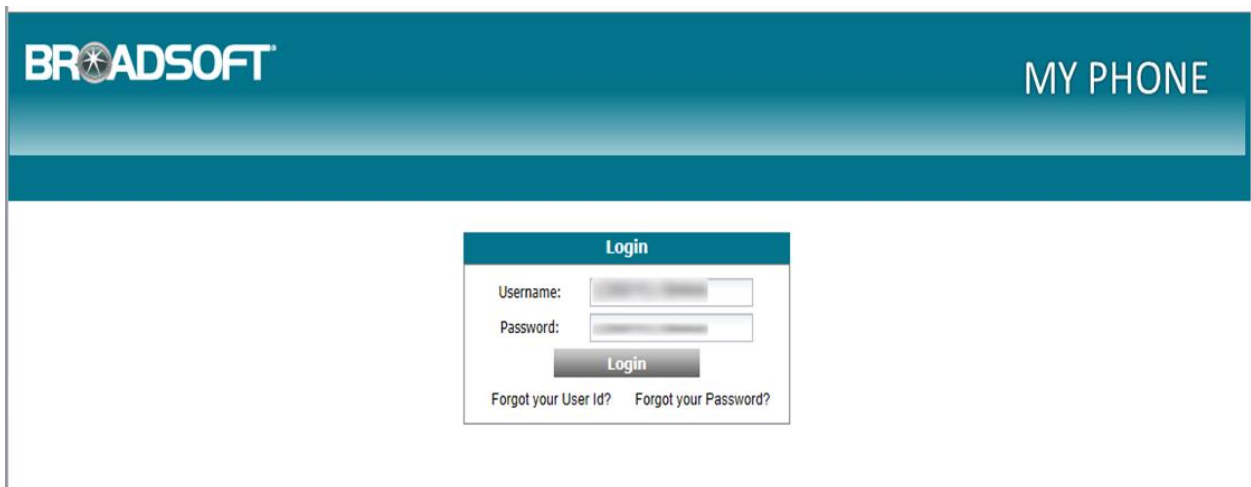
End User Setup

The Call Forward feature is automatically available to all user stations, and feature control is located in the My Phone dashboard. To configure the Call Forward feature, the user must choose an internal or enter an external number to forward calls to (a minimum of one number must be assigned by the user to enable the feature).

Two types of call forwarding can be setup from the My Phone dashboard:

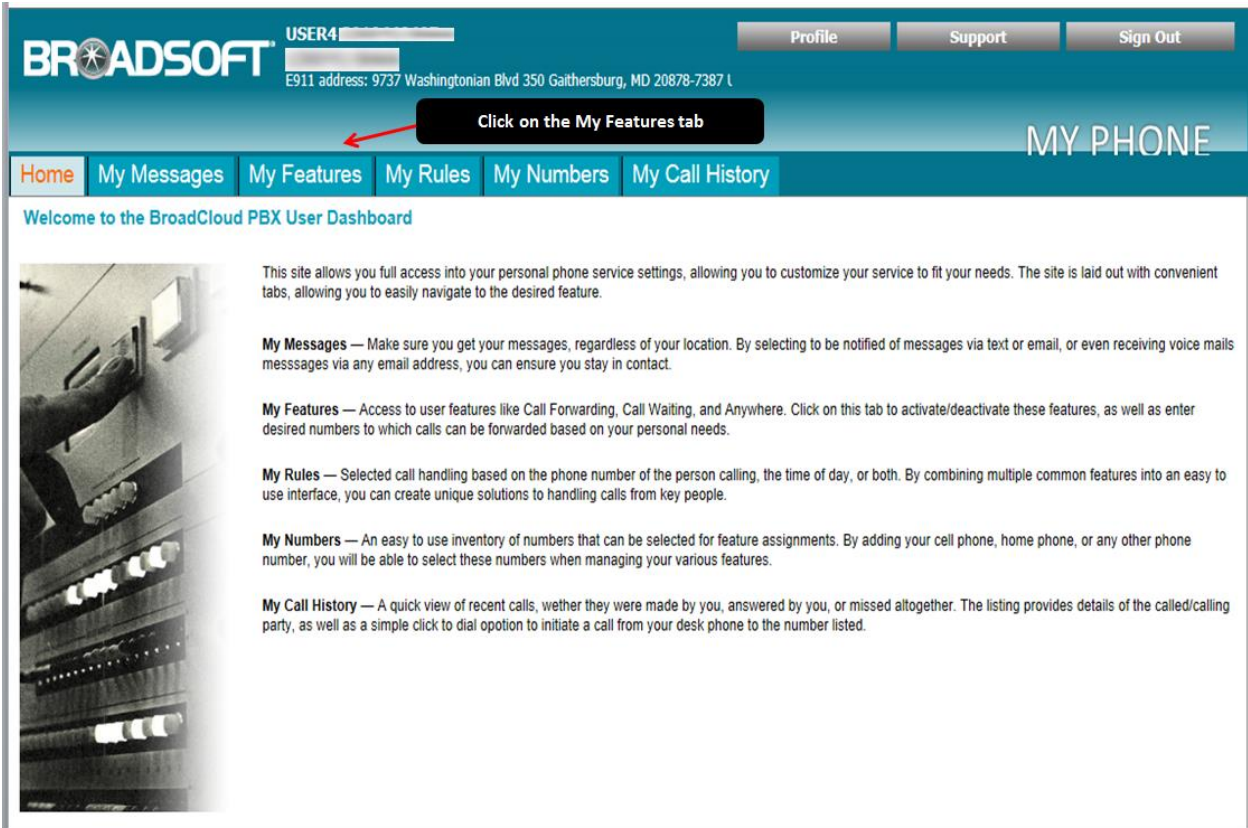
- **Forward All Calls:** Forwards all incoming calls to the destination you choose.
- **Forward Unanswered Calls:** Forwarding only occurs when you are away from or not answering your phone

Step 1. Log in to My Phone



The screenshot shows the Broadsoft My Phone login interface. At the top, there is a teal header bar with the 'BROADSOFT' logo on the left and 'MY PHONE' on the right. Below the header, centered on the page, is a white login box with a teal title bar that says 'Login'. Inside the box, there are two input fields: 'Username:' and 'Password:'. Below these fields is a teal 'Login' button. At the bottom of the box, there are two links: 'Forgot your User Id?' and 'Forgot your Password?'.

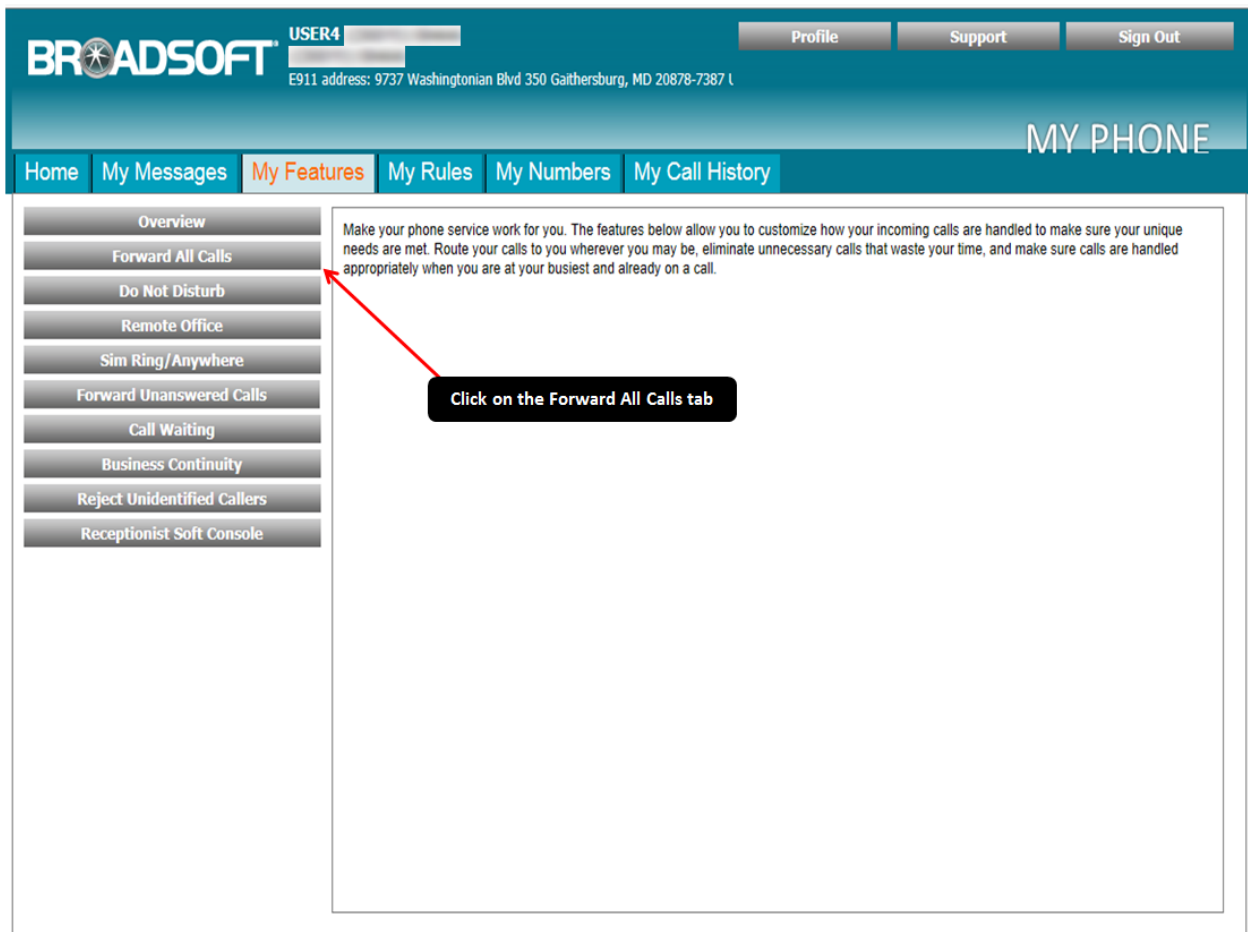
Step 2. Go to the My Features tab



The screenshot shows the BroadSoft BroadCloud PBX User Dashboard. At the top, there is a header with the BroadSoft logo, user information (USER4, E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387), and links for Profile, Support, and Sign Out. Below the header is a navigation bar with tabs: Home, My Messages, My Features, My Rules, My Numbers, and My Call History. The 'My Features' tab is highlighted, and a red arrow points to it with the text 'Click on the My Features tab'. To the right of the navigation bar is a 'MY PHONE' section. Below the navigation bar, the main content area is titled 'Welcome to the BroadCloud PBX User Dashboard'. On the left side of this area is a vertical image of a hand interacting with a PBX system. On the right side, there is a list of features with descriptions:

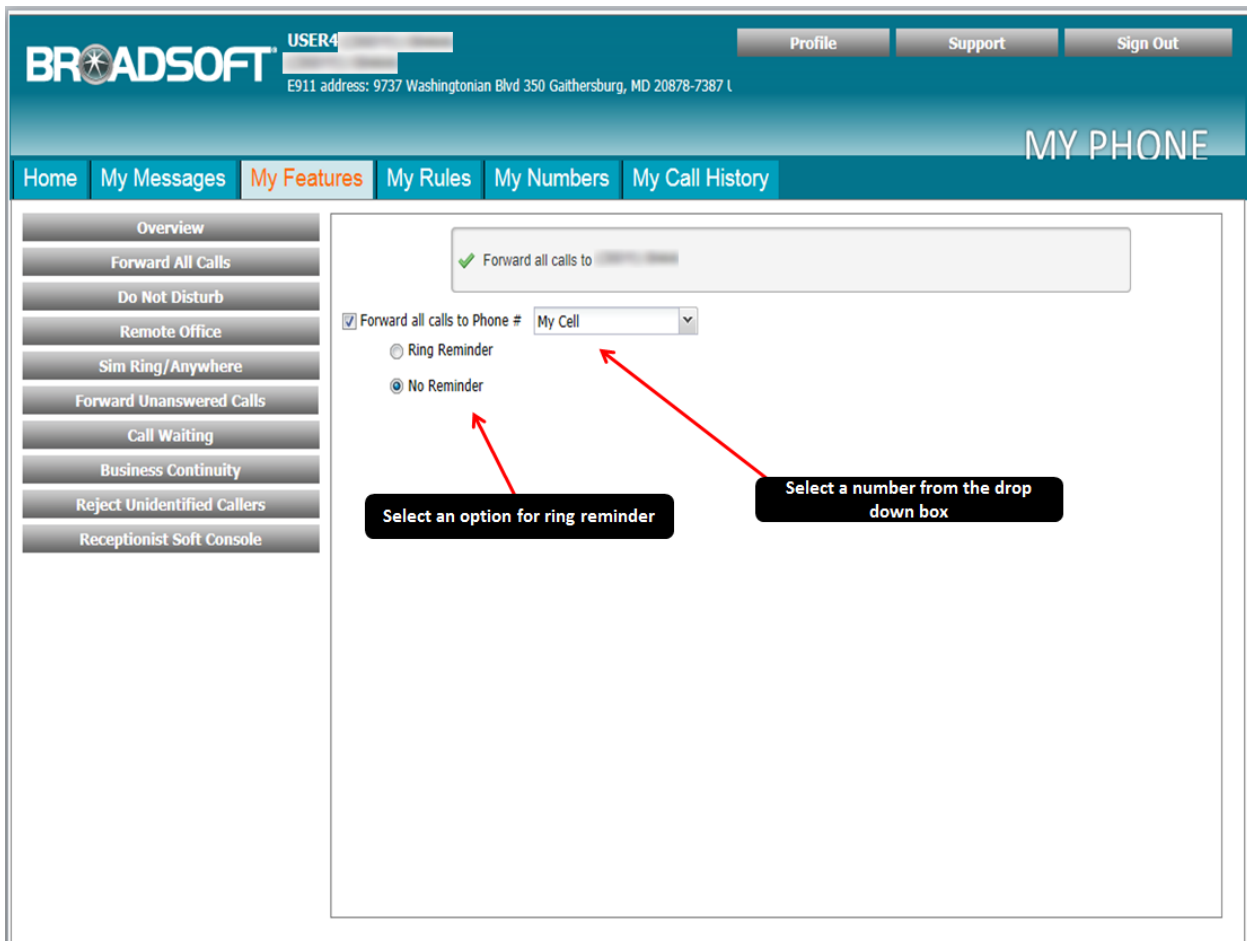
- This site allows you full access into your personal phone service settings, allowing you to customize your service to fit your needs. The site is laid out with convenient tabs, allowing you to easily navigate to the desired feature.**
- My Messages** — Make sure you get your messages, regardless of your location. By selecting to be notified of messages via text or email, or even receiving voice mails messages via any email address, you can ensure you stay in contact.
- My Features** — Access to user features like Call Forwarding, Call Waiting, and Anywhere. Click on this tab to activate/deactivate these features, as well as enter desired numbers to which calls can be forwarded based on your personal needs.
- My Rules** — Selected call handling based on the phone number of the person calling, the time of day, or both. By combining multiple common features into an easy to use interface, you can create unique solutions to handling calls from key people.
- My Numbers** — An easy to use inventory of numbers that can be selected for feature assignments. By adding your cell phone, home phone, or any other phone number, you will be able to select these numbers when managing your various features.
- My Call History** — A quick view of recent calls, whether they were made by you, answered by you, or missed altogether. The listing provides details of the called/calling party, as well as a simple click to dial option to initiate a call from your desk phone to the number listed.

Step 3. Go to the Forward All Calls Feature window



The screenshot shows the Broadsoft 'MY PHONE' interface. At the top, there's a header with the Broadsoft logo, user information (USER4, E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387), and links for Profile, Support, and Sign Out. Below the header is a navigation bar with tabs: Home, My Messages, My Features (highlighted), My Rules, My Numbers, and My Call History. On the left side of the 'My Features' section, there's a list of features: Overview, Forward All Calls, Do Not Disturb, Remote Office, Sim Ring/Anywhere, Forward Unanswered Calls, Call Waiting, Business Continuity, Reject Unidentified Callers, and Receptionist Soft Console. A red arrow points from a black callout box with the text 'Click on the Forward All Calls tab' to the 'Forward All Calls' feature in the list. To the right of the list, there's a text area that reads: 'Make your phone service work for you. The features below allow you to customize how your incoming calls are handled to make sure your unique needs are met. Route your calls to you wherever you may be, eliminate unnecessary calls that waste your time, and make sure calls are handled appropriately when you are at your busiest and already on a call.'

Step 4. Configure your Forward All Calls settings.



BROADSOFT USER4 [redacted] Profile Support Sign Out
E911 address: 9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387 L

MY PHONE

Home My Messages My Features My Rules My Numbers My Call History

Overview
Forward All Calls
Do Not Disturb
Remote Office
Sim Ring/Anywhere
Forward Unanswered Calls
Call Waiting
Business Continuity
Reject Unidentified Callers
Receptionist Soft Console

✓ Forward all calls to [redacted]

☒ Forward all calls to Phone # My Cell

☐ Ring Reminder
☒ No Reminder

Select an option for ring reminder

Select a number from the drop down box

Enable/Disable Call Forwarding

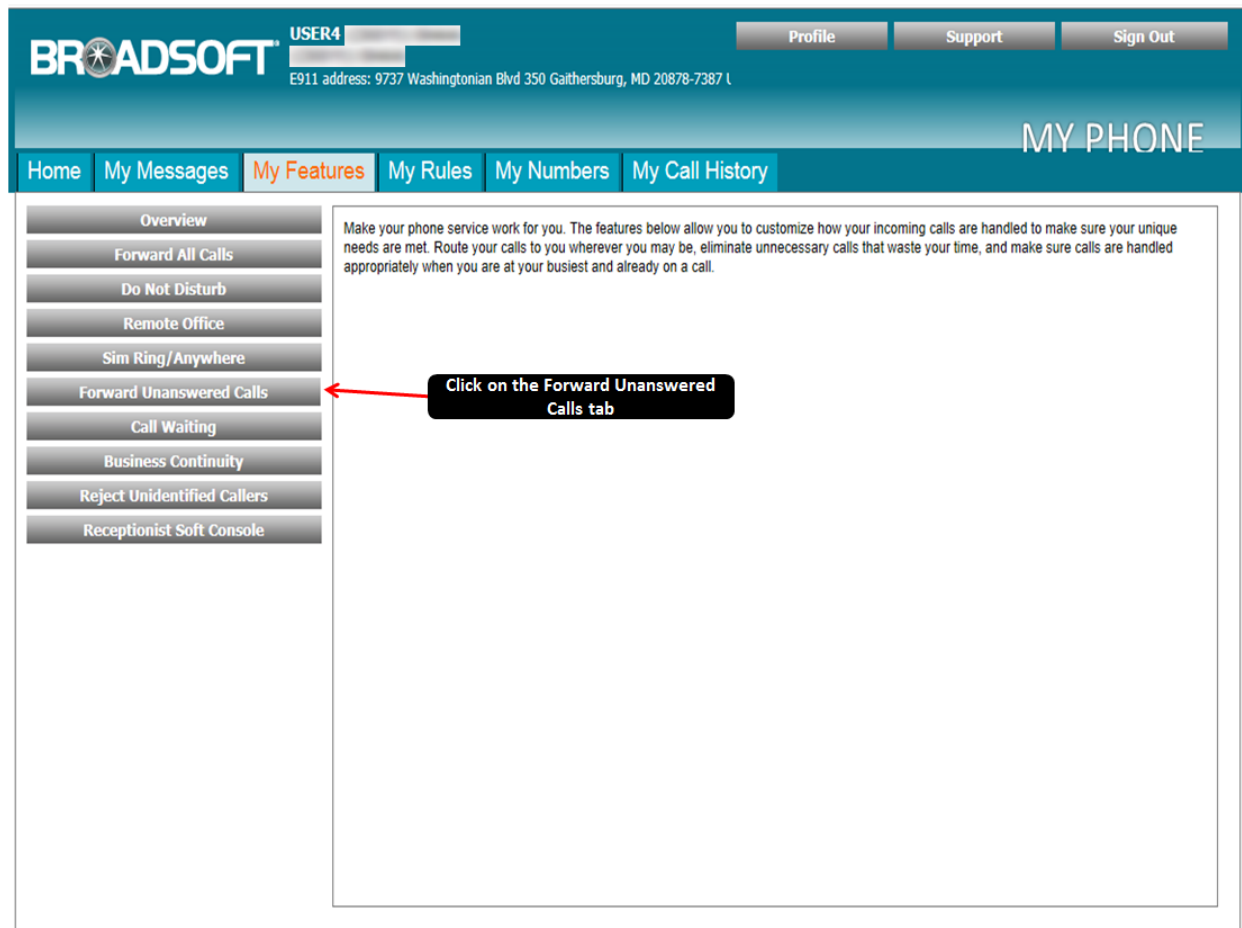
- To enable call forwarding for all calls, check the **Forward all calls to phone #** box. To disable, uncheck the **Forward all calls to phone #** box.
- From the drop-down menu, select the destination to which the calls will be forwarded.

Enable/Disable ring reminder.

When Call Forward Always is enabled, the ring reminder will play a brief tone on your phone when a call has been forwarded.

- To enable this feature, select the **Ring reminder** button.
- Select **No reminder** to disable the tone.

Step 1. Setting up your Forward Unanswered Calls.



The screenshot shows the Broadsoft 'MY PHONE' interface. At the top, there's a header with the Broadsoft logo, a user ID 'USER4', and buttons for 'Profile', 'Support', and 'Sign Out'. Below the header is a navigation bar with tabs: 'Home', 'My Messages', 'My Features' (highlighted), 'My Rules', 'My Numbers', and 'My Call History'. On the left side of the 'My Features' section, there's a vertical list of features: 'Overview', 'Forward All Calls', 'Do Not Disturb', 'Remote Office', 'Sim Ring/Anywhere', 'Forward Unanswered Calls' (highlighted with a red arrow), 'Call Waiting', 'Business Continuity', 'Reject Unidentified Callers', and 'Receptionist Soft Console'. A red arrow points from a black callout box with the text 'Click on the Forward Unanswered Calls tab' to the 'Forward Unanswered Calls' feature in the sidebar. The main content area on the right contains a paragraph: 'Make your phone service work for you. The features below allow you to customize how your incoming calls are handled to make sure your unique needs are met. Route your calls to you wherever you may be, eliminate unnecessary calls that waste your time, and make sure calls are handled appropriately when you are at your busiest and already on a call.'

Step 2. Configure your Forward Unanswered Calls tab



The screenshot shows the Broadsoft 'MY PHONE' interface. The top navigation bar includes 'Home', 'My Messages', 'My Features' (active), 'My Rules', 'My Numbers', and 'My Call History'. The left sidebar lists various call management features, with 'Forward Unanswered Calls' selected. The main content area shows the configuration for forwarding unanswered calls. A green checkmark indicates that forwarding is enabled. The configuration includes a field for 'If I do not answer after' with a value of '3' and a 'rings' dropdown. Below this are two radio buttons: 'Forward to number' (selected) and 'Forward to my Voice Mail'. A dropdown menu next to 'Forward to number' shows 'My Cell'. Three red arrows and callouts provide instructions: 1 points to the 'Forward to number' radio button with the text 'Select where to forward your calls'; 2 points to the 'rings' dropdown with the text 'Determine how many times the phone should ring before being forwarded'; 3 points to the 'My Cell' dropdown menu with the text 'If forwarding your calls to a number select it from the drop down box'.

Enable call forwarding of unanswered calls.

- Enter the number of rings the caller will hear before forwarding, or select from the drop-down box.
- From the drop-down menu, select the destination to which calls will be forwarded.

Disable call forwarding of unanswered calls.

Select **Forward to my Voice Mail**.