Call Forwarding and Call Rejecting

Introduzione
Incoming calls can be forwarded for according different conditions, e.g. the called is busy already, to any telephone number, to the personal VoiceMail Box or an announcement:

◊ Call forwarding unconditional CFU
◊ Call forwarding when the called subscriber is busy CFB
◊ Call forwarding when the called subscriber doesn?t reply CFNR
◊ Call forwarding due to a missing registration (Call Forward Fallback CFF)
◊ Call Forking CFO to a second telephone number

Incoming calls may be rejected when the called subscriber:

◊ Temporarily want to be disturbed by the phone (Do not Disturb DND).
◊ Will not accept anonymous calls (Anonymous Call Reject ACR).

According to the situation the caller will hear an informative message.

Call forwards and call rejects can be activated or deactivated via the AdminCenter or #*-stimulus procedures on the keypad of the user's telephone.

Contents

Call Forwarding

Call forwarding allows the user to redirect incoming calls in a simple way toward:

◊ Any telephone number
◊ The personal VoiceMail Box
◊ Any personal announcement

Nota	• It is possible to configure multiple call forwarding. According the situation of the called subscriber the appropriate call forwarding is executed by the telephony switch. • Call forwarding which are activated by a *#-stimulus procedure will be executed prior to the ones configured via the AdminCenter.

Call Forward Unconditional CFU

This call forwarding is executed in any case. The subscriber's telephone does not ring for an incoming call.

Activation/deactivation of the feature:

- In the AdminCenter:

  At CF line **"Always"**:

  Activation:

  - Call forward to a telephone number: "Number" and the telephone number of the call forward destination (see Forwarding Destination Telephone Number)
  - Call forward to the personal VoiceMail Box: "VoiceMail"
  - Call forward to an announcement: "Announcement" and select the "Announcement Text"

  Deactivation:
  - Select destination type "Number" and delete the telephone number

- On the subscriber?s telephone dial the following *#-stimulus procedures:

Service 21 & 28 Call Forward Unconditional CFU:	*#-Code:	Commento:
Activate:	*21(*)<FORWARD>	<FORWARD> is the telephone number which is forwarded to.
Call forward to the VoiceMail Box:	*28	
Deactivate:	#28	
Status Query:	*#28	

The provider may have defined another *#-code for this service. Check at your provider for the valid *#-code!

Call Forwarding if Busy CFB

This call forwarding is executed if the user is busy with another call.

If the user has activated the feature "Call Waiting CW" then he will hear a warning tone in the running call.

Activation/deactivation of the feature:

- In the AdminCenter:

  At CF line **"Busy"**:

  Activation:

  - Call forward to a telephone number: "Number" and the telephone number of the call forward destination (see Forwarding Destination Telephone Number)
  - Call forward to the personal VoiceMail Box: "VoiceMail"
  - Call forward to an announcement: "Announcement" and select the "Announcement Text"

  Deactivation:
  - Select destination type "Number" and delete the telephone number

- On the subscriber?s telephone dial the following *#-stimulus procedures:

Service 67 & 691 Call Forwarding if Busy CFB:	*#-Code:	Commento:
Activate:	*67(*)<FORWARD>	<FORWARD> is the telephone number which is forwarded to.
Call forward to the VoiceMail Box:	*691	
Deactivate:	#67	
Status Query:	*#67	

The provider may have defined another *#-code for this service. Check at your provider for the valid *#-code!

Call Forward if No Reply CFNR

This call forwarding is executed if within a specified period of time the call is not answered by the subscriber. The subscriber's telephone is ringing for an incoming call also.

Activation/deactivation of the feature:

- In the AdminCenter:

  At CF line **"No Response"**:

  Activation:

  - Call forward to a telephone number: "Number" and the telephone number of the call forward destination (see Forwarding Destination Telephone Number)
  - Call forward to the personal VoiceMail Box: "VoiceMail"
  - Call forward to an announcement: "Announcement" and select the "Announcement Text"
  - Configuration of the ringing delay to the forwarding destination "after": "Configuration of the Time Delay"

  Deactivation:
  - Select destination type "Number" and delete the telephone number

- On the subscriber?s telephone dial the following *#-stimulus procedures:

Service 61 & 68 Call Forward if No Reply CFNR:	*#-Code:	Commento:
Activate:	*61(*)<FORWARD>	<FORWARD> is the telephone number which is forwarded to. The delay time cannot be configured and is approximately 14 seconds (this corresponds to 3 ring cycles).
Call forward to the VoiceMail Box:	*68	
Deactivate:	#61	

Status Query:	*#61

The provider may have defined another *#-code for this service. Check at your provider for the valid *#-code!

Call Forwarding if Number not Registered, Call Forward Fallback CFF

The call forward is executed, if the subscriber's telephone cannot be reached due to a technical problem.

The following situations may be the cause for this call forward:

◊ The Internet access is not working:
   DSL-, FTTH-modem etc. are defect or not correctly connected

◊ The local IP network is not working:
   The local router, WiLan, firewall etc. are defect or not correctly connected

◊ VoIP devices are not working:
   SIP device (e.g. VoIP telephone) or MGCP modem etc. are defect or not correctly connected

◊ PBX or telephone is not working:
   PBX or VoIP telephone etc. are defect or not correctly connected

Activation/deactivation of the feature:

- In the AdminCenter:

  At CF line **"Not available"**:

  Activation:

  - Call forward to a telephone number: "Number" and the telephone number of the call forward destination (see Forwarding Destination Telephone Number)
  - Call forward to the personal VoiceMail Box: "VoiceMail"
  - Call forward to an announcement: "Announcement" and select the "Announcement Text"

  Deactivation:
  - Select destination type "Number" and delete the telephone number

- On the subscriber?s telephone dial the following *#-stimulus procedures:

Service 22 & 692 Call forward if not registered, Call Forward Fallback CFF:	*#-Code:	Commento:
Activate:	*22(*)<FORWARD>	<FORWARD> is the telephone number which is forwarded to.
Call forward to the VoiceMail Box:	*692	
Deactivate:	#22	
Status Query:	*#22	

The provider may have defined another *#-code for this service. Check at your provider for the valid *#-code!

Call Forking CFO

With an activated call forking an incoming call is forwarded to the user's telephone and an additional telephone number without delay. klingeln sowohl das Telefon des Teilnehmers als auch die zusätzliche Telefonnummer ohne Verzögerung sofort.

Activation/deactivation of the feature:

- In the AdminCenter:

Nota	This feature cannot be configured in this tab "Forwards" This behavior is implemented with call "Distributions" .

- On the subscriber?s telephone dial the following *#-stimulus procedures:

Service 481 Call Forking CFO:	*#-Code:	Commento:
Activate:	*481(*)<PARALLEL>	<PARALLEL> is the telephone number that the call shall forwarded additionally.
Deactivate:	#481	
Status Query:	*#481	

The provider may have defined another *#-code for this service. Check at your provider for the valid *#-code!

Delete Call Forwards

Delete Call Forwards in the AdminCenter
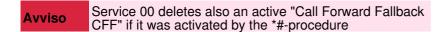
Active call forwards can be deactivated in the AdminCenter:

1. At the desired CF type select "Number"
2. Delete the number if configured
3. Click the button [Save]

Deactivate All Call Forwards with One *#-Stimulus Procedure

All Call Forwards and Call Forking that where activated with *#-procedures on the keypad of the user's telephone can be deleted in one step with service 00 *#-procedure:

Nota	Call forwards which were activated in the AdminCenter will not be deleted!

Avviso	Service 00 deletes also an active "Call Forward Fallback CFF" if it was activated by the *#-procedure

- On the subscriber?s telephone dial the following *#-stimulus procedures:

Service 00 Delete all active Call Forwards:	*#-Code:	Commento:
Activate:	*00	*00 activates the deleting of all call forwards
Status Query:	*#00	With *#00 can be checked if one or more call forwards where activated with *#-procedures

The provider may have defined another *#-code for this service. Check at your provider for the valid *#-code!

Reject Calls

Do Not Disturb DND

Incoming calls can be temporarily rejected by the user with the feature "Do not Disturb DnD".

When the feature is active then the caller will hear an informational message that currently no incoming calls are accepted.

Activation/deactivation of the feature:

- In the AdminCenter:

1. Select "Do not disturb"
2. Click the button [Save]

- On the subscriber?s telephone dial the following *#-stimulus procedures:

Service 26 Do not Disturb DND:	*#-Code:	Commento:
Activate:	*26	
Deactivate:	#26	
Status Query:	*#26	

The provider may have defined another *#-code for this service. Check at your provider for the valid *#-code!

Anonymous Call Reject ACR

Incoming anonymous calls can be rejected by the user with the feature "Anonymous Call Reject ACR".

When the feature is active then the caller will hear an informational message that anonymous incoming calls are not accepted. The user will not be informed that an anonymous call was rejected.

Activation/deactivation of the feature:

- In the AdminCenter:

1. Select "Reject anonymous calls"
2. Click the button [Save]

- On the subscriber?s telephone dial the following *#-stimulus procedures:

Service 99 Anonymous Call Reject ACR:	*#-Code:	Commento:
Activate:	*99	
Deactivate:	#99	
Status Query:	*#99	

The provider may have defined another *#-code for this service. Check at your provider for the valid *#-code!

Configuration

Where to Configure this Feature

As vPBX administrator:

→ Tab "PBX"

→ Tab "Subscriber xx"

→ Tab "Forwards"

As subscriber:

→ Tab "Forwards"

Parameter Configuration

Parametro: Forwarding destination type

Descrizione:	Defines the type of the forwarding destination:
	
	• Destination type "Number":
	
	    The destination is any telephone number
	
	• Destination type "VoiceMail":
	
	    The destination is the VoiceMail Box of the subscriber. No further configurations needed.
	
	• Destination type "Announcement":
	
	    The destination is an announcement text. If the subscriber has not yet recorded an announcement then this type cannot be selected.

Configurazione:	Menu di scelta:
	
	    Number
	    VoiceMail
	    Announcement

Predefinito:	Number
Versione:	AdminCenter V5.7

Parametro: Forwarding Destination Telephone Number

Descrizione:	Defines the forwarding destination: • For the destination type "Number": Here the telephone number of the destination must be configured.
Nota	If no telephone number is configured then this call forwarding is disabled.

- For the destination type "VoiceMail":

    The destination is the VoiceMail Box of the subscriber. No further configurations needed.

- For the destination type "Announcement":

From the list of already created announcements one can be selected. The subscriber must have already recorded announcements .

Configurazione:	Depends on the destination type
Predefinito:	
Versione:	AdminCenter V5.7

Parametro: Configuration of the Time Delay

Descrizione:	With the destination type "Call Forward No Reply CFNR" the time delay can be configured until the call forward is executed. Example how to calculate the delay time: The rule of thumb is that a telephone rings once approximately every 4 seconds. For example, if a call shall be forwarded after four times ringing then the delay time is calculated as follows: `4 ringing x 4 sec + 2 sec reserve = 18 sec delay time`
Configurazione:	Stringa di configurazione: ◊ Any number >4
Predefinito:	14
Versione:	AdminCenter V5.7

Parametro: Do not Disturb

Descrizione:	Defines that the subscriber doesn?t accept incoming calls currently.
Configurazione:	Pulsante di scelta: ☑ Attivato - ☐ Non attivato
Predefinito:	Not activated
Versione:	AdminCenter V5.7

Parametro: Reject anonymous Calls

Descrizione:	Defines that anonymous calls will be rejected
Configurazione:	Pulsante di scelta: ☑ Attivato - ☐ Non attivato
Predefinito:	Not activated
Versione:	AdminCenter V5.7