MIT VoIP - Setting a Call Forwarding Sequence

This article pertains to the Sylantro/Unity telephone system. MIT is currently transitioning from the Sylantro/Unity telephone system to the BroadSoft system. To learn about the transition, determine which system you are on, or access additional resources for both systems, see the KB article Transition to MITvoip BroadSoft Cloud.

Overview

When you set a call forwarding sequence, incoming calls will try to "find" you. A call will ring at the first number in the sequence, and if you don't answer, it will then ring at the next number.

Once you have defined a call forwarding sequence, it is added to the pull-down list on the Forwarding sequence title bar. The next time you want to use that sequence, simply pick it from the list and click on its radio button.

When a forwarding sequence is active, callers will hear the automated message "Please hold while I locate the person you are calling."

You can also use this feature in conjunction with ComSchedule to forward calls on a schedule.

An online training demo is available for this call forwarding feature.

Creating a Forwarding Sequence

1. Access the MITvoip Console.
2. If the Reach Me pane is closed, click its title bar to open it.
3. Click the Forwarding sequence title bar. Choose --- New --- from the pull-down list if it is not currently selected.
4. Type a name for this sequence in the box circled in red above. Spaces are not allowed.
5. Click on the first pull-down list. The list will include your desk phone number and any other numbers you have entered in your profile. There is also an option to enter a new number.
6. Set the first number in the sequence by either choosing an existing number from the list or selecting Enter Number to manually type in a number.
7. Set additional numbers in the remaining pull-down lists. You may set up to three numbers in a sequence. To remove a number from the sequence, select None from the list. The last item in the sequence is voice mail (VM) and cannot be modified.
8. You can receive an email notification if you miss a call. To turn notifications on, click on the If I'm not found, notify me by pull-down list and choose an email address. You must have at least one email address in your profile. To turn notifications off, select none.
9. You can set the sequence to override these settings if you are on the phone when a new call comes in. This can only be set for your work phone number. To turn on the override, click on the If work phone is busy, override this sequence pull-down list. You can choose to send calls to a number from your profile, a manually entered number, or voice mail.
10. Click the Save button. Your new forwarding sequence is now displayed in the title bar.

Activating a Forwarding Sequence

1. Access the MITvoip Console.
2. If the Reach Me pane is not open, click on its title bar.
3. On the Forwarding sequence title bar, click on the pull-down list and select the name of the forwarding sequence you want to use. If you want to use a sequence that isn't on the list, you can add it by creating a new sequence.
4. Click the radio button to activate the call forwarding sequence. The Reach Me title bar will show that forwarding is turned on.
5. To turn off the forwarding sequence, click on another radio button in the Reach Me pane.

**Editing or Deleting a Call Forwarding Sequence**

1. Access the MITvoip Console.
2. If the Reach Me pane isn't open, click its title bar.
3. Click on the Forwarding sequence title bar.
4. Click on the Forwarding sequence pull-down list and select the sequence you want to edit or delete.
   - To edit the sequence, make your changes and click the Save button.
   - To delete the sequence, click the Delete button.