About Call Forwarding on VoIP Phones

Unlike in the legacy phone system, you can implement and control the call-forward features used with voice mail: forward-no-answer and forward-busy. Most customers use both, but some prefer to omit one or the other. Once you've personalized your mailbox, you will need to follow these steps to start sending calls to it.

**IMPORTANT:** The following steps should be done from the dial tone, not from a UTVM phone login.

**To forward calls to voice mail when you don't answer the phone:**

1. To activate this feature: From the dial tone, dial *84 28886 and wait for the confirmation tone, then hang up and proceed to next step:  
2. **IMPORTANT:** The default number of rings callers hear before forwarding to voice mail is 9. To change the number of rings: (NOTE: You must perform the above step (*84 28886) for the following to have any effect.) From the dial tone, dial *33 followed by any number of rings from 2 to 9, wait for the confirmation tone, then hang up. For example, to set your phone to forward after 2 rings, dial *332. NOTE: This is the number of rings the caller will hear; the number you hear on your set may vary depending on the type of set you have. The ring cycle for callers is 6 seconds per ring.
   - To deactivate this feature: From the dial tone, dial *85 and wait for the confirmation tone, then hang up. NOTE: If you reactivate this feature later, it will default back to 9 rings, so you may need to adjust the number of rings.

**To forward calls to voice mail when you're already on the phone:**

- To activate this feature: From the dial tone, dial *82 28886 and wait for the confirmation tone, then hang up.
- To deactivate this feature: From the dial tone, dial *83 and wait for the confirmation tone, then hang up.

**To forward calls to voice mail while the phone is ringing:**

- Pressing the Reject soft key while the phone is ringing will send the caller straight to voice mail.

**To forward all calls straight to voice mail:**

- To activate this feature: From the dial tone, dial 72 28886 and wait for the confirmation tone, then hang up.
- To deactivate this feature: From the dial tone, dial 73 and wait for the confirmation tone, then hang up.