

## Call Forward All Calls

### Feature Description

This feature is also known on other systems as Divert All Calls.

The Call Forward All Calls feature allows an extension user, to unconditionally divert their incoming calls to another extension or to an external number. The forwarding number can be changed at any time by the extension user from their set. This feature can be assigned to both analogue and digital sets, but if assigned to a digital set it must be programmed onto a key.

For systems that have Meridian Mail equipped, the extension user can divert their calls to Mail by keying in the access DN for Meridian Mail.

The feature called "Remote Call Forward" allows an extension user to Program their Call Forward DN from a remote set. Refer to Book X11 Features and Services for more detail.

The feature called "Call Forward Remote" allows the Attendant to Program the Call Forward DN from the console. Refer to Software Feature Guide Book for more detail.

### Feature Implementation

#### Analogue Sets

The Call Forward feature is assigned to analogue sets using Overlay Program 10. In order to avoid fraudulent use of the feature, the default for Call Forward all Calls (CFW) is now 4 digits. The maximum number of digits allowed for the forwarding number is any digit in the range 4 to 23.

#### Digital Sets

The Call Forward feature is assigned to a key on a digital set using Overlay Program 11. The key number must be specified along with the maximum number of digits allowed 4 to 23 in the forwarding number.

#### Analogue and Digital Sets

The extension user can be restricted to forwarding their calls to internal destinations only by setting a Class Of Service to CFXD (Call Forward External Denied), this is the default setting.

#### Example

In this example Call Forwarding is assigned to analogue TN 9 3 and Call Forward External allowed.

#### LD 10

Load Program 10.

REQ	CHG	
TYPE	500	
TN	9 3	
ECHG	YES	
ITEM	FTR CFW 16	Call Forward All Calls to numbers with a maximum number 16 digits.
ITEM	CLS CFXA	Call Forward to external numbers allowed.

ITEM Carriage return back to the REQ prompt

On a digital set TN 7 4 Call Forward is to be assigned to key 3 and Call Forward External denied.

**LD 11**

Load Program 11.

REQ CHG

TYPE 2616

TN 7 4

ECHG YES

ITEM KEY 3 CFW 8 Allocate to key 3 Call Forward All Calls to numbers with KEY a maximum of 8 digits.

ITEM CLS CFXD Call Forward to external numbers denied.

ITEM Carriage return back to the REQ prompt