

Call Forward Setup via Softkey and Starcode on the Cisco SPA300 series IP Phone

Objective

The call forward feature allows the user to forward all calls to a single number, forward calls when the phone is busy or when the phone is not answered.

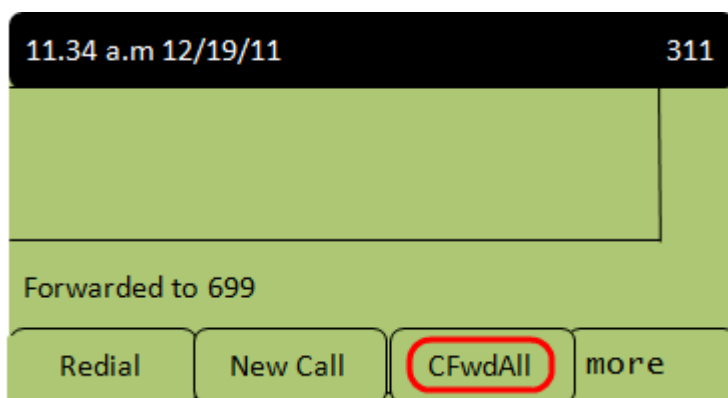
This document explains how to activate or deactivate the call forward feature on the Cisco SPA300 series IP Phone.

Applicable Devices

- SPA301 IP Phone
- SPA303 IP Phone

Call Forward Setup

Configuration via Softkey



Step 1. Press the **CFwdAll** softkey. Enter the number to which the incoming calls should be forwarded to.

Note: The user can either use a voice mailbox number, another extension or an outside number to forward calls to.

Step 2. To stop call forwarding, press the **CFwdAll** softkey again.

Configuration via star code for forwarding all calls

Step 1. Dial *72 and enter the number to which the calls should be forwarded to.

Step 2. To deactivate call forwarding, enter *73.

Configuration via star code for forwarding calls when the IP phone is busy

Step 1. To activate call forwarding when the phone is busy, dial *90 and enter the number to which the calls should be forwarded to.

Step 2. To deactivate call forwarding when the phone is busy, enter *91.

Configuration via star code for forwarding calls when the IP phone is not answered

Step 1. To activate call forwarding when the phone is not answered, dial *92 and then enter the number to which the calls should be forwarded to.

Step 2. To deactivate call forwarding when the phone is not answered, enter *93.