

## 6. Call Forwarding

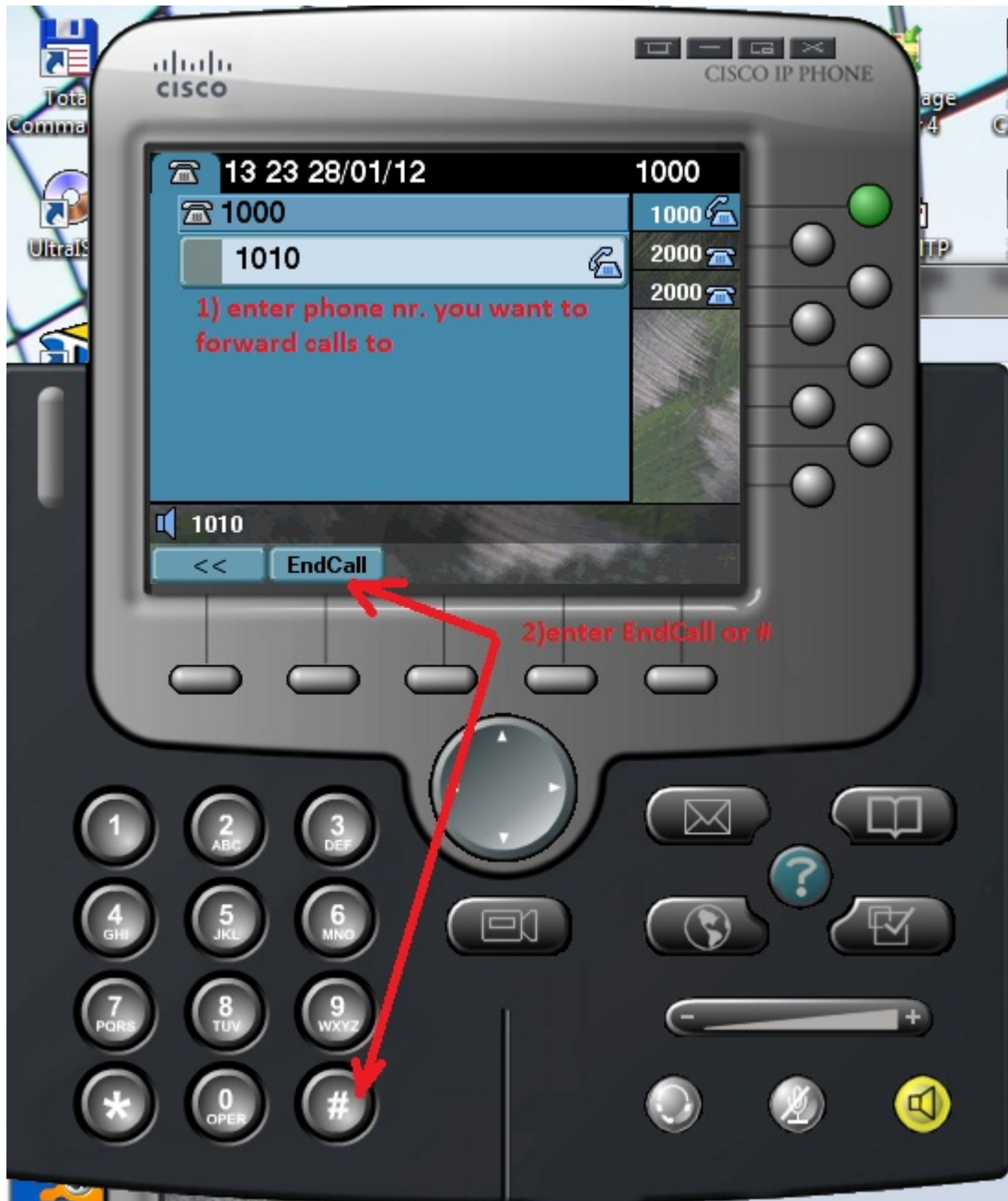
Call forward is a voice productivity feature that can to direct all of your calls to different ephone.

*There are 2 different types of call forward:*

1) *Dynamic call forwarding* – forward calls on the cisco phone itself.

To forward call you can press CFwdAll softkey on ephone, enter the phone number you want forward a calls to and press End softkey or # button. This step by step process show next pictures.





You can see icon in upper-right corner to indicate that phone has been forwarded.



When forwarded call is received by appropriate device on their screen show message: call to number 1000 Ciljak from 1020 was forward to Worker 2 (1010).



When we will stop phone to forwarding calls, press the CFwdALL softkey again.

2) *Static call forwarding* – configure forwarding within cisco IOS. These are more options that offer dynamic call forwarding method. There are these options that can be configured at ephone-DN.

**all** – forward all incoming call



**busy** – forward calls when phone is busy

**night-service** – forward calls when CME is in night-service active time mode

**noan** – forward calls after a specified amount of time when phone has not been answered

example of config:

```
CME(config)#ephone-dn 1
```

```
CME(config-ephone-dn)#call-forward noan 1010 timeot 30
```

```
CME(config-ephone-dn)#end
```

Closer look at noan and busy call forwarding show next pictures:

```
Router(config)#do sh runn | section ephone
max-ephones 10
ephone-dn 1
number 1000
name Ciljak
ephone-dn 2
number 1010
name Worker 1
ephone-dn 3
number 1020
name Worker 2
ephone-dn 4
number 2000
no huntstop
ephone-dn 5
number 2000
preference 1
no huntstop
ephone-dn 6
preference 2
no huntstop
ephone 1
device-security-mode none
mac-address 001E.8C02.BD12
button 1:1 2o4,5,6 3x2
ephone 2
device-security-mode none
mac-address 000C.2906.E749
button 1:2 2o4,5,6 3x2
ephone 3
device-security-mode none
mac-address 000C.296C.D695
button 1:3 2o4,5,6 3x2
Router(config)#
```

```

Router(config)#ephone-dn 1 we forward static calls from ephone-dn 1 1000 to 1010 if:
Router(config-ephone-dn)#call-forward ?
    all                forward all calls
    busy               forward call on busy
    max-length         max number of digits allowed for CFwdAll from IP phone
    night-service      forward call on activated night-service
    noan               forward call on no-answer

Router(config-ephone-dn)#call-forward noan ?
    WORD               A sequence of digits - representing E.164 number

Router(config-ephone-dn)#call-forward noan 1010 ?
    timeout            Ringing no answer timeout duration

Router(config-ephone-dn)#call-forward noan 1010 timeout ?
    <3-60000>          Ringing no answer timeout duration in seconds

Router(config-ephone-dn)#call-forward noan 1010 timeout 30 ?
    dialplan-pattern   forward to dial-peer created for the dialplan-pattern
    primary             forward to dial-peer created for the primary number
    secondary           forward to dial-peer created for the secondary number
    <cr>

Router(config-ephone-dn)#call-forward noan 1010 timeout 30
Router(config-ephone-dn)#call extension 1000 no answer for 30s
Router(config-ephone-dn)#call-fo
Router(config-ephone-dn)#call-forward bus
Router(config-ephone-dn)#call-forward busy ?
    WORD               A sequence of digits

Router(config-ephone-dn)#call-forward busy 1010 ?
    dialplan-pattern   forward to dial-peer created for the dialplan-pattern
    primary             forward to dial-peer created for the primary number
    secondary           forward to dial-peer created for the secondary number
    <cr>

Router(config-ephone-dn)#call-forward busy 1010
Router(config-ephone-dn)#exi or extension 1000 (ephone-dn 1) is busy
Router(config)#

```

Now we look at no answering ephone 1 with extension 1000 that will be forwarding to 1010 after 30s timeout of no answering.





