

Small Business Velocity Voice Service Tips

How to forward your Velocity Phone Line to another phone number or directly to voicemail

(NOTE: Customers that own a PBX system should follow their equipment provider's instructions)

From your phone

Call Forwarding Always (*72/*73)

Call Forwarding Always allows you to forward all your incoming calls to a different location, such as your home office, cell phone, or directly to voicemail. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls.

Note that the location (number or extension) you forward your calls to must be permitted by your outgoing calling plan. This feature can be configured via the account portal or from your phone using feature access codes. This feature is disabled by default.

| Action | Steps |
|---|---|
| To Enable CALL FORWARDING ALWAYS (CFA) to Another Number | <ol style="list-style-type: none"> 1. From the phone, press *72, followed by the number where you want calls forwarded. 2. Hang up the phone. The service is on. |
| To Disable CFA to Another Number | <ol style="list-style-type: none"> 1. From the phone, press *73. 2. Hang up the phone. The service is off. |
| To Enable CFA to Voicemail | <ol style="list-style-type: none"> 1. From the phone, press *21. 2. Hang up the phone. The service is on. |
| To Disable CFA to Voicemail | <ol style="list-style-type: none"> 1. From the phone, press #21. 2. Hang up the phone. The service is off. |
| To Check Current Configuration | <ol style="list-style-type: none"> 1. From the phone, press *21*. When activated, the announcement plays "The Call Forwarding Always service is currently activated. The current forwarding destination is <Phone Number>." |

From your Velocity Voice Web Portal <https://voice.hudsonvelocity.com/portal/>

| Feature Category in Account Portal = Basic Features | |
|---|--|
| Action | Steps |
| | Select the Service Number from the drop-down menu that you wish to forward. |
| Select CALL FORWARDING ALWAYS (CFA) from menu to Enable forwarding to Another Number | 1. From the account portal, select the ON radio button, enter the number where you want calls forwarded, and click Apply . |
| To Disable CFA to Another Number, Select CALL FORWARDING ALWAYS from menu | 1. From the account portal, select the OFF radio button and click Apply . |

The screenshot shows a web browser window with the URL `portal.rpx-momentum.com/Portal/Features/CallForwardingAlways.aspx`. The page title is "Features | Call Forwarding Always - Google Chrome".

Service Number: (330)342-8496

Phone Number: (330)342-8496 *(required fields)

Call Forwarding Always: On Off

*Calls Forward to this phone number:

Play Ring Reminder when a call is forwarded

Basic Features:

- Automatic Callback - Off
- Anonymous Call Rejection - Off
- Call Forwarding Always - Off**
- Call Forwarding Busy - Off
- Call Forwarding No Answer - Off
- Call Forwarding Not Reachable - Off
- Calling Line ID Delivery Blocking - Off
- Calling Name Retrieval - On
- Call Transfer
- Call Waiting - Off