System
COMMUNICATIONS

Forwarding Calls On The SBX-IP 320

Use Forward to redirect your calls to another extension or phone number.
There are several Call Forward options.

Overview of Forwarding Calls

1. Press SPEAKER
2. You will hear the dial tone
3. Press FWD to access Forward settings
   – The dial tone will stop and the
   Forward Type selection will appear
4. Enter the Forward Type and the
   destination information as prompted
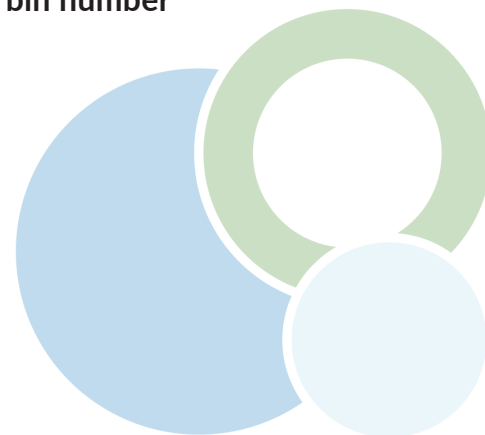
> ENTER FORWARD TYPE
> (0 -9 , #)

NOTE: All forward settings, except Follow-Me, must be made from your own phone.
For some foward situations, you will be prompted to enter time, date, and/or password
(see "Selecting a Forward Type)

5. Press SPEAKER to exit the Forward menu at any time

NOTE: Once you complete a Forward setting (except the forward to VM setting)
the DND will flash and the current Forward settings will appear on the display

Entering a Destination

1. When entering an **Internal Destination** (STA/HUNT/VMIB), do one of the following:
– Enter 100 to 131 to forward your calls to **another station** number (STA)
– Enter 620 to 629 to forward your calls to **Hunt Group**
– Enter a **voice mailbox number** (STA/HUNT) to forward calls to voicemail

2. When entering an **OFF-NET Destination** (CO BTN/SPD-BIN)
– Press a flex/line (CO) button for off-net forwarding (optional)
– Enter a station (000 to 099) or system (2000 to 2499) **speed bin number**

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Selecting a Forward Type

After you access the Call Forward Otion (see steps 1-3 in Overview of Forwarding Calls", select one of the following options:

0 = FOLLOW-ME FORWARD

From any phone in the system, you can specify an extension to which you want your calls forwarded. Once you enter the destination number, you should be prompted for your password. **Press 0 for FOLLOW-ME FORWARD**

Example: You go to work in a lab room and want all calls forwarded to that room, but have forgotten to set the forward prior to leaving your office. You can pick up the phone in the lab and set it for the Follow-Me Forward. All calls to your office phone will then ring in the lab (until you cancel the setting)

```
FOLLOW-ME FORWARD
ENTER STA/HUNT/#(VMIB)
```

1 = UNCONDITIONAL FORWARD

Have your calls forwarded to another destination no matter what your status (for example, on or off hook, busy, DND, no answer, etc.) **Press 1 for UNCONDITIONAL FORWARD, enter the destonation extension, then your password.** A confirmation tone sounds and the DND LED (on your phone) flashes.

2 = BUSY FORWARD

Have your calls forwarded to another destination when your phone is busy (that is, when you are on another call, or when DND is enabled on your phone. **Press 2 for BUSY FORWARD, then enter the destination extension.** A confirmation tone will sound, and the DND LED will flash.

```
BUSY FORWARD
ENTER STA/HUNT/#(VMIB)
```
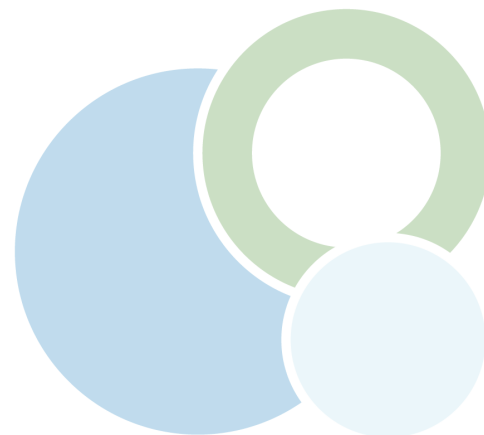
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Selecting a Forward Type

After you access the Call Forward Otion (see steps 1-3 in Overview of Forwarding Calls", select one of the following options:

3 = NO ANSWER FORWARD

Have your calls forwarded to another destination when there is no answer at your phone. **Press 3 for NO ANS FORWARD, then enter the destination extension.** A confirmation tone will sound and the DND LED will begin flashing.

```
NO ANS FORWARD
ENTER STA/HUNT/#(VMIB)
```

4 = BUSY/NO ANSWER FORWARD

Have your calls forwarded to another destination when your phone is busy, when the DND is enabled on your phone, or when there is no answer at your phone. **Press 4 for BUSY/NO ANS FORWARD, then enter the destination extension.** A confirmation tone will sound and the DND LED will begin flashing.
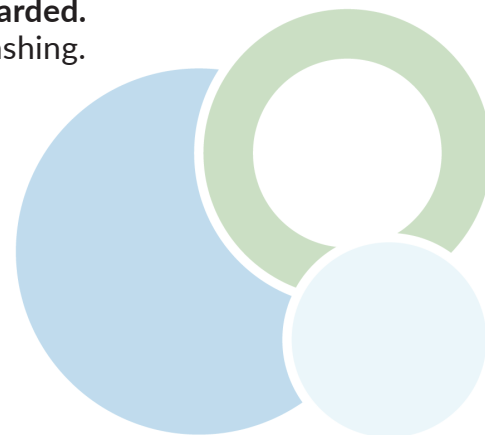
5 = (UNCONDITIONAL) FORWARD TO OFF-NET – PHONE NUMBER

Have your calls forward to an external phone number (such as your home or cell phone) in any situation. **Press 5 for (unconditional) FORWARD TO OFF-NET, then press the CO button (line button) or enter the SPD-BIN (Speed Dial number) that corresponds to the number to which you want your calls forwarded.** A confirmation tone will sound and the DND LED will begin flashing.

6 = NO ANS FORWARD TO OFF-NET – PHONE NUMBER

Have your calls forward to an external phone number (such as your home or cell phone) if there is no answer at your phone. **Press 6 for NO ANS FORWARD TO OFF-NET, then press the CO button (line button) or enter the SPD-BIN (Speed Dial number) that corresponds to the number to which you want your calls forwarded.**
A confirmation tone will sound and the DND LED will begin flashing.

7 = NOT AVAILABLE

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Selecting a Forward Type

After you access the Call Forward Otion (see steps 1-3 in Overview of Forwarding Calls", select one of the following options:

8 = (UNCONDITIONAL) FORWARD TO OFF-NET – LINE BUTTON

Use a Flex/Line button that is programmed to dial a specific outside number to forward calls in any situation. **Press 8 for FORWARD TO OFF-NET, then press the Flex/Line key associated with the number to which you want to forward your calls.**

> NO ANS FORWARD TO OFF-NET
> ENTER CO BTN/SPD-BIN

= FORWARD TO VOICE MAIL

This setting allows you to have your calls forwarded directly to your own voice mailbox. *NOTE*: The other voice mail forward settings allow you to forward calls to OTHER voice mailboxes.

= FORWARD TO VOICE MAIL

Press **DND** – DND LED will stop flashing &the setting will disappear from the display.

If you have any questions, please feel free to call us @ 303.688.6191