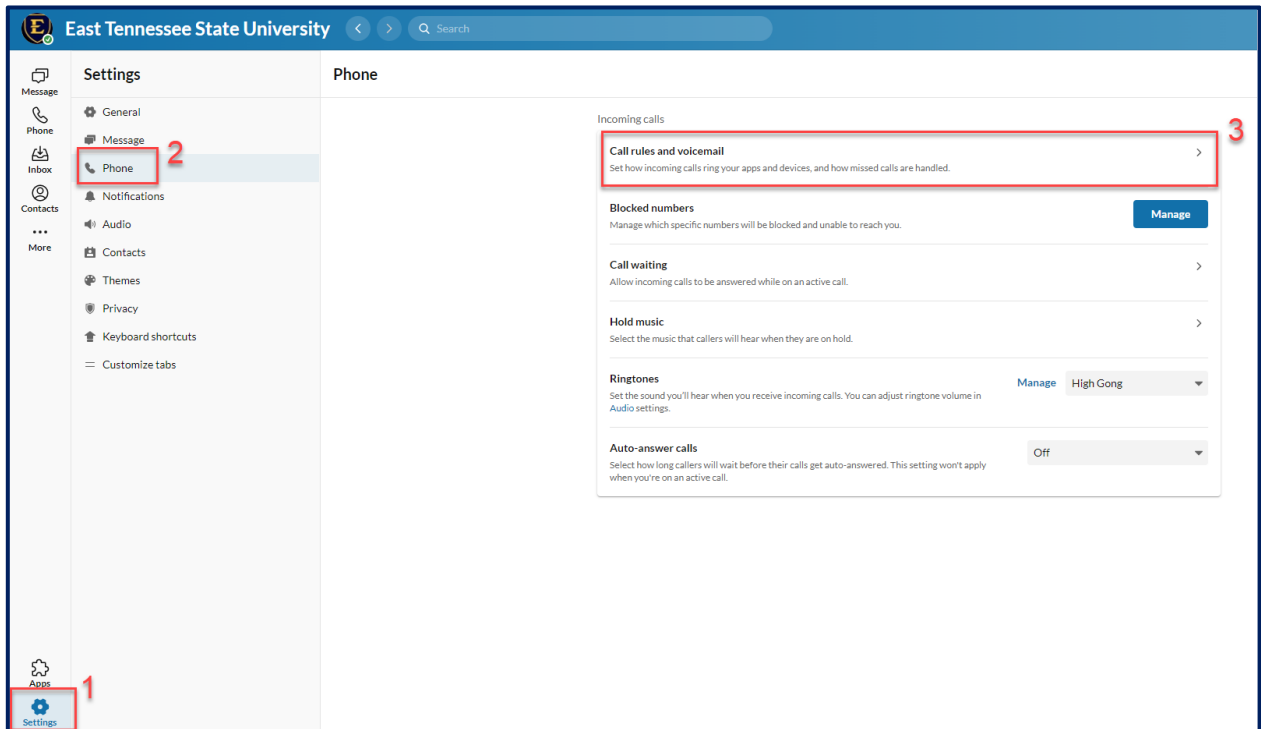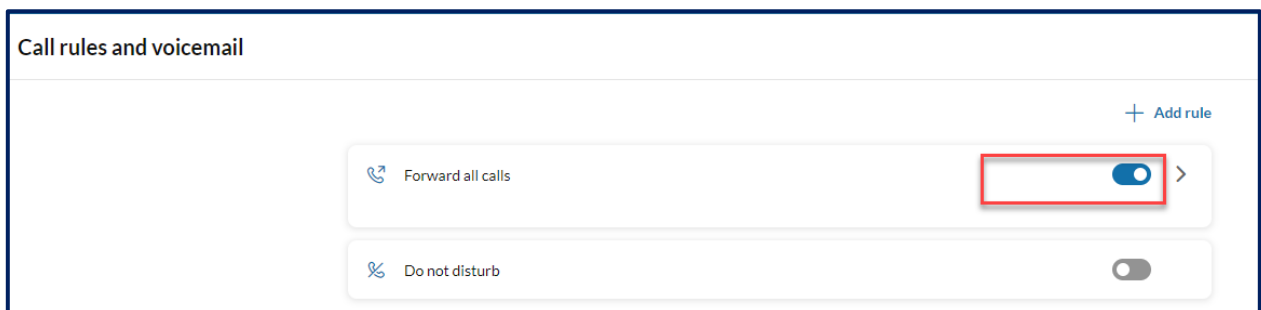# HOW TO SET UP CALL FORWARDING

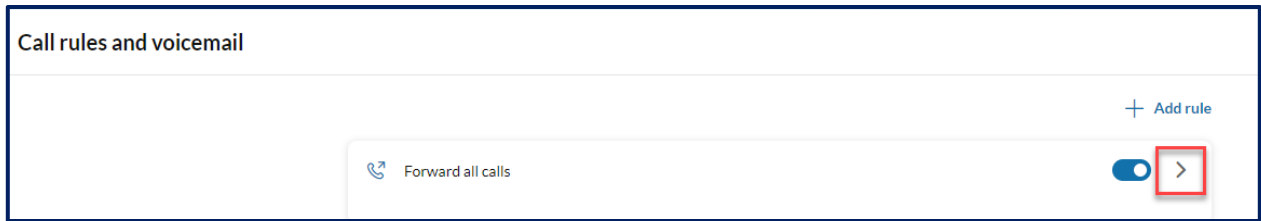## Forwarding Calls from your Softphone (RingCentral App)

1. Click **Settings > Phone > Call rules and voicemail**.

2. Click the **Forward all Calls** toggle button to enable call forwarding. The button will turn blue.


3. Click the **>** arrow next to the toggle button to view your call forwarding options.

Call rules and voicemail

+ Add rule

☏ Forward all calls

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4. Click **Incoming calls** and select where to forward your calls:

- **Send to Voicemail:** this forwards your calls to your voicemail inbox.

- **Forward the call:** this allows you to forward your calls to an extension or phone number.

- **Play announcement:** this enables you to set an announcement that will play for callers. You can use the default announcement or click the message to record a custom greeting.
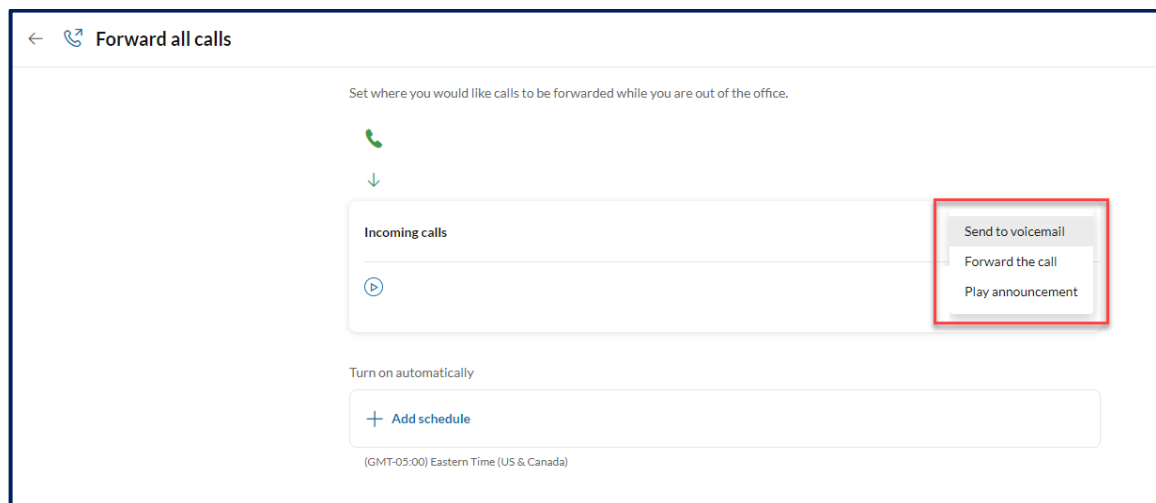

5. To have your calls forwarded until you turn off call forwarding, follow the instructions outlined in **Step 6.** To set a specific call forwarding schedule, follow the instructions outlined in **Steps 7-8.**

6. To have your calls forwarded until you turn off call forwarding, click **Save**. A red banner will appear across the top of your RingCentral app until call forwarding is turned off.
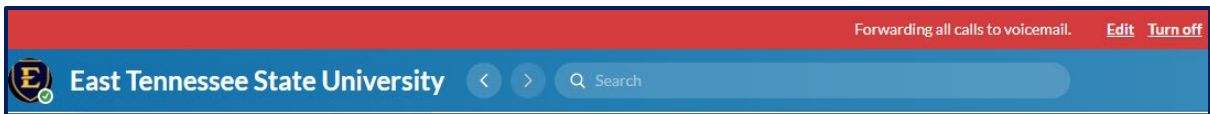
7. To set a specific call forwarding schedule, click **Add schedule** and create your call forwarding schedule using the date and time fields provided.
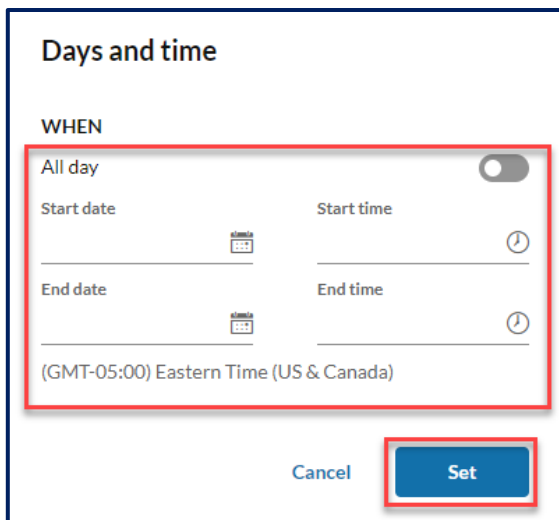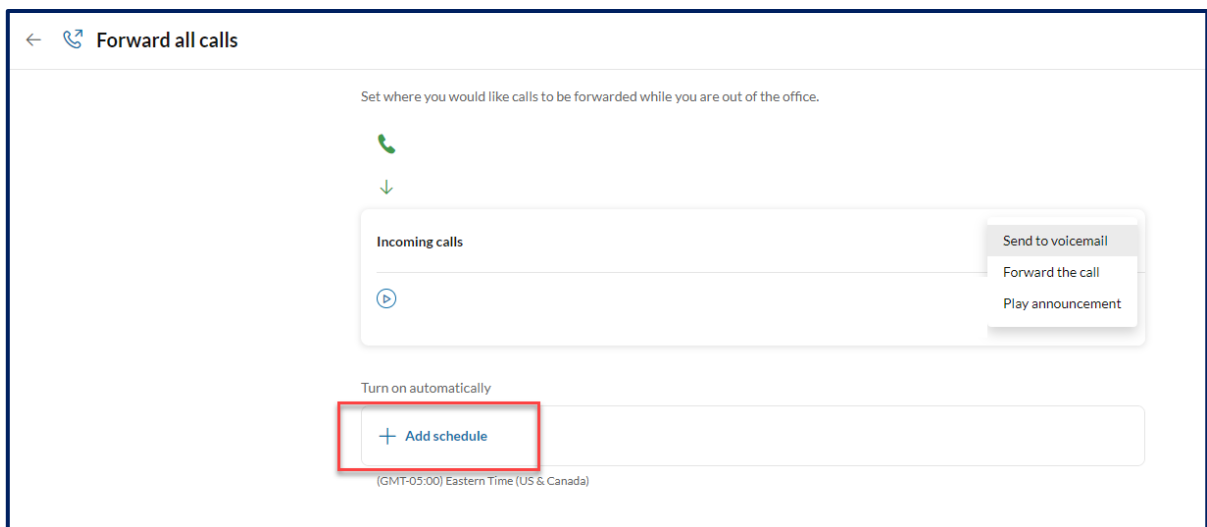
8. Click **Set** and then click **Save**. A red banner will appear across the top of your RingCentral app until call forwarding is turned off.
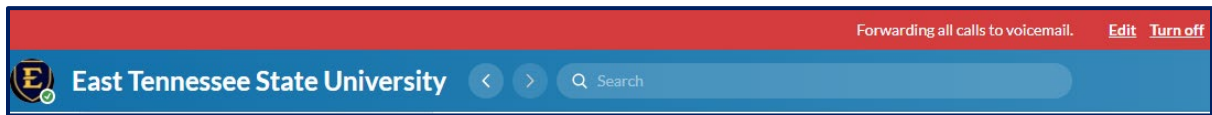

If you need to change your call forwarding schedule while it is still active, go to the red banner and click **Edit.** From there, adjust your date and time settings as needed, click **Set**, and then click **Save**.

If you need to turn off call forwarding before your call forwarding schedule expires, go to the red banner and click **Turn off**. Call forwarding will be deactivated and the red banner will disappear immediately.

Turning off call forwarding from the Softphone (RingCentral App)

Locate the banner displayed at the top of your RingCentral App and click **Turn Off**. Call forwarding will be deactivated and the red banner will disappear immediately.
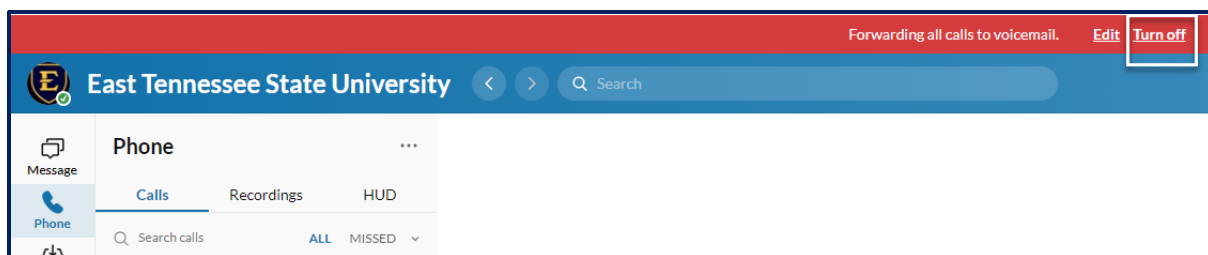
Forwarding Calls from your Desk Phone

1. Press the **Forward** soft button located on the bottom of your phone screen.

2. Use the corresponding menu button to choose how you want to forward your calls.

3. Enter the phone number or extension for where your calls should be forwarded.

4. Press **Enable.** This will turn on call forwarding and return you to the main screen. A **Forward** icon will appear on your screen in the upper right-hand corner with the phone number or extension you entered in the previous step.

Turning off call forwarding from your Desk Phone

1. Press the **Forward** soft button located on the bottom of your phone screen.

2. Press **Disable**. This will turn off call forwarding and return you to the main screen. The forward icon will disappear from the main screen.