

Call Forward Settings on SPA100 Series

Objective

Call forwarding routes incoming calls to a different phone number or to voice mail. It can be used to forward all calls, forward calls when the phone is busy, or forward calls when there is no answer. The objective of this article is to set up call forwarding on the SPA100 Series Telephone Adapter.

Applicable Devices

- SPA100 Series Telephone Adapter

Software Version

- 1.1.0

Configure Call Forward Settings

Step 1. Log into the Phone Adapter Configuration Utility and choose **Voice > Line 1**. The *Line 1* page opens:

The screenshot displays the configuration page for Line 1, organized into several sections:

- General:** Line Enable: no
- Streaming Audio Server (SAS):** SAS Enable: no, SAS DLG Refresh Intvl: 30, SAS Inbound RTP Sink: (empty)
- NAT Settings:** NAT Mapping Enable: no, NAT Keep Alive Msg: \$NOTIFY, NAT Keep Alive Enable: no, NAT Keep Alive Dest: \$PROXY
- Network Settings:** SIP ToS/DiffServ Value: 0x68, SIP CoS Value: 3 [0-7], RTP ToS/DiffServ Value: 0xb8, RTP CoS Value: 6 [0-7], Network Jitter Level: high, Jitter Buffer Adjustment: yes

Below the main configuration area, a separate 'General' section shows 'Line Enable' set to 'yes', which is highlighted with a red circle.

Note: The *Line 2* page of the device can be configured in a similar way to Line 1. This article explains the configuration for Line 1 only.

Note: The administrator has to enable the respective settings first on the *Line 1* page and then enter the number for that specified field in the *User 1* page for the feature to work properly.

Step 2. Choose **Yes** from the Line Enable drop-down list to enable Line 1.

Step 3. Scroll down to the Supplementary Service Subscription section of the page.

Supplementary Service Subscription			
Call Waiting Serv:	yes	Block CID Serv:	yes
Block ANC Serv:	yes	Dist Ring Serv:	yes
Cfwd All Serv:	yes	Cfwd Busy Serv:	yes
Cfwd No Ans Serv:	yes	Cfwd Sel Serv:	yes
Cfwd Last Serv:	yes	Block Last Serv:	yes
Accept Last Serv:	yes	DND Serv:	yes
CID Serv:	yes	CWCID Serv:	yes
Call Return Serv:	yes	Call Redial Serv:	yes
Call Back Serv:	yes	Three Way Call Serv:	yes
Three Way Conf Serv:	yes	Attn Transfer Serv:	yes
Unattn Transfer Serv:	yes	MWI Serv:	yes
VMWI Serv:	yes	Speed Dial Serv:	yes
Secure Call Serv:	yes	Referral Serv:	yes
Feature Dial Serv:	yes	Service Announcement Serv:	no

Submit Cancel Refresh

Step 4. Choose **Yes** from the Cfwd All Serv drop down list. This enables Call Forward to all service. The default setting is Yes. This means all the calls will be forwarded to a specified number in the *User 1* page.

Step 5. Choose **Yes** from the Cfwd Busy Serv drop down list. This enable Call Forward Busy Service. If the phone line is busy, the call is forwarded to a specified number in the *User 1* page. The default settings is Yes.

Step 6. Choose **Yes** from the Cfwd No Ans Serv drop down list. This enables Call Forward No Answer Service. If there is no answer from the called number, call is forwarded to a specified number in the *User 1* page. The default setting is Yes.

Step 7. Choose **Yes** from the Cfwd Sel Serv drop down list. This enables call forward selective service on the line. The default is Yes.

Step 8. Choose **Yes** from the Cfwd Last Serv drop down list. This enables the call forward last service on the line. The default is Yes.

Step 9. Click **Submit** to save changes made.

Step 10. Navigate to **Voice > User 1**. The *User 1* page opens:

User 1

Call Forward Settings			
Cfwd All Dest:	<input type="text"/>	Cfwd Busy Dest:	<input type="text"/>
Cfwd No Ans Dest:	<input type="text"/>	Cfwd No Ans Delay:	<input type="text" value="20"/>
Selective Call Forward Settings			
Cfwd Sel1 Caller:	<input type="text"/>	Cfwd Sel1 Dest:	<input type="text"/>
Cfwd Sel2 Caller:	<input type="text"/>	Cfwd Sel2 Dest:	<input type="text"/>
Cfwd Sel3 Caller:	<input type="text"/>	Cfwd Sel3 Dest:	<input type="text"/>
Cfwd Sel4 Caller:	<input type="text"/>	Cfwd Sel4 Dest:	<input type="text"/>
Cfwd Sel5 Caller:	<input type="text"/>	Cfwd Sel5 Dest:	<input type="text"/>
Cfwd Sel6 Caller:	<input type="text"/>	Cfwd Sel6 Dest:	<input type="text"/>

Call Forward Settings			
Cfwd All Dest:	<input type="text" value="XXX-XXX-XXXX"/>	Cfwd Busy Dest:	<input type="text"/>
Cfwd No Ans Dest:	<input type="text"/>	Cfwd No Ans Delay:	<input type="text" value="20"/>

Step 11. If the Cfwd All Serv field is enabled in the *Line 1* page, enter the desired phone

number that the administrator wants to forward all the calls in the Cfwd All Dest field.

Call Forward Settings			
Cfwd All Dest:	<input type="text"/>	Cfwd Busy Dest:	<input type="text" value="XXX-XXX-XXXX"/>
Cfwd No Ans Dest:	<input type="text"/>	Cfwd No Ans Delay:	<input type="text" value="20"/>

Step 12. If the Cfwd Busy Serv field is enabled in the *Line 1* page, enter the desired phone number that the administrator wants to forward all the calls if the phone line is busy in the Cfwd Busy Dest field.

Call Forward Settings			
Cfwd All Dest:	<input type="text"/>	Cfwd Busy Dest:	<input type="text"/>
Cfwd No Ans Dest:	<input type="text" value="XXX-XXX-XXXX"/>	Cfwd No Ans Delay:	<input type="text" value="20"/>

Step 13. If the Cfwd No Ans Serv field is enabled in the *Line 1* page, enter the desired phone number that the administrator wants to forward all the calls if there is no answer from the called number in the Cfwd No Ans Dest field.

Call Forward Settings			
Cfwd All Dest:	<input type="text"/>	Cfwd Busy Dest:	<input type="text"/>
Cfwd No Ans Dest:	<input type="text" value="XXX-XXX-XXXX"/>	Cfwd No Ans Delay:	<input type="text" value="15"/>

Step 14. Enter the time delay (in seconds) before the call is forwarded if there is no response from the called number in the Cfwd No Ans Delay field. The device waits for the given time. If there is no answer the call is forwarded. The default setting is 20 sec.

Step 15. Click **Submit** to save the changes.

Note: The Selective call forward settings can also be enable on this device. With the help of this feature a call from a specified number is transferred to a desired destination number. Up to 8 calls can be forwarded to a desired destination number.

Step 16. Scroll down to the Selective Call Forward Settings section of the page.

Selective Call Forward Settings			
Cfwd Sel1 Caller:	<input type="text"/>	Cfwd Sel1 Dest:	<input type="text"/>
Cfwd Sel2 Caller:	<input type="text"/>	Cfwd Sel2 Dest:	<input type="text"/>
Cfwd Sel3 Caller:	<input type="text"/>	Cfwd Sel3 Dest:	<input type="text"/>
Cfwd Sel4 Caller:	<input type="text"/>	Cfwd Sel4 Dest:	<input type="text"/>
Cfwd Sel5 Caller:	<input type="text"/>	Cfwd Sel5 Dest:	<input type="text"/>
Cfwd Sel6 Caller:	<input type="text"/>	Cfwd Sel6 Dest:	<input type="text"/>
Cfwd Sel7 Caller:	<input type="text"/>	Cfwd Sel7 Dest:	<input type="text"/>
Cfwd Sel8 Caller:	<input type="text"/>	Cfwd Sel8 Dest:	<input type="text"/>

Selective Call Forward Settings			
Cfwd Sel1 Caller:	<input type="text" value="XXX-XXX-XXXX"/>	Cfwd Sel1 Dest:	<input type="text"/>
Cfwd Sel2 Caller:	<input type="text"/>	Cfwd Sel2 Dest:	<input type="text"/>
Cfwd Sel3 Caller:	<input type="text"/>	Cfwd Sel3 Dest:	<input type="text"/>

Step 17. Enter the specified number that the administrator wants to forward the call to another number in the Cfwd Sel1 Caller field.

Selective Call Forward Settings			
Cfwd Sel1 Caller:	<input type="text" value="XXX-XXX-XXXX"/>	Cfwd Sel1 Dest:	<input type="text" value="XXX-XXX-XXXX"/>
Cfwd Sel2 Caller:	<input type="text"/>	Cfwd Sel2 Dest:	<input type="text"/>
Cfwd Sel3 Caller:	<input type="text"/>	Cfwd Sel3 Dest:	<input type="text"/>

Step 18. Enter the destination number that the administrator wants to forward the call to

when called by the number specified in Step 16 in the Cfwd Sel1 Dest field.

Step 19. Click **Submit** to save the changes.