



# How-To Feature Guide

Call Forwarding and Trunking

# What is Call Forwarding and Trunking?

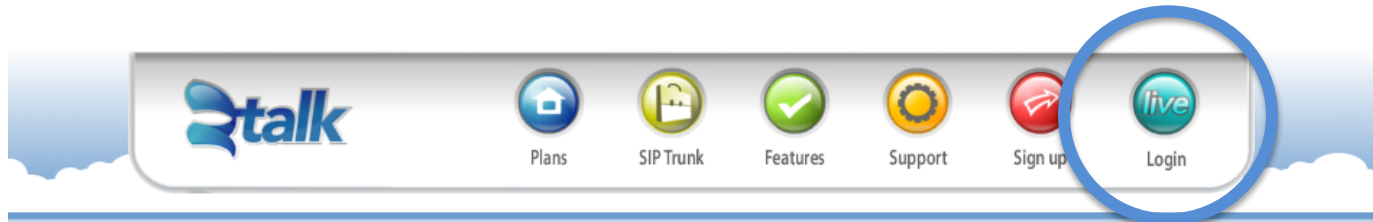
## **Sometimes called Call Diverting**

Allows an incoming call to be redirected to another telephone number.



# Login to 2talk Live

At [2talk.com](http://2talk.com), select **LIVE** to Login







## \$11.99 /mth

Sign up

### Join now and save for the next 3 months

Includes unlimited plan minutes<sup>^</sup> including US and international destinations, unlimited 2talk calling, 2talk features, keep your phone number or add a new USA line, BYOD and save \$3/month, no contracts

<sup>^</sup>\$23.99 after 3 month period expires, includes telephone adapter (usual cost \$3/mth), excludes fees and tax

|  |  |   |   |
|--|--|---|---|
|  <b>Free Trial</b><br>Try 2talk out now for free. Our trial includes over 50 minutes of calling to 70+ destinations. |  <b>Plans</b><br>Build a plan to suit your needs with our Business Combos. Lines start at \$12.99. We have plans for personal users too. |  <b>SIP Trunking</b><br>Make the switch to IP and save with our low cost SIP Trunks. Connect your PBX and pay as little as \$10 per trunk and 1.3 c/min. |  <b>Free Features</b><br>All services include Custom Call Forwarding, Call Recording, Locate Me, Video Calling, Auto Attendant and more |
|--|--|---|---|

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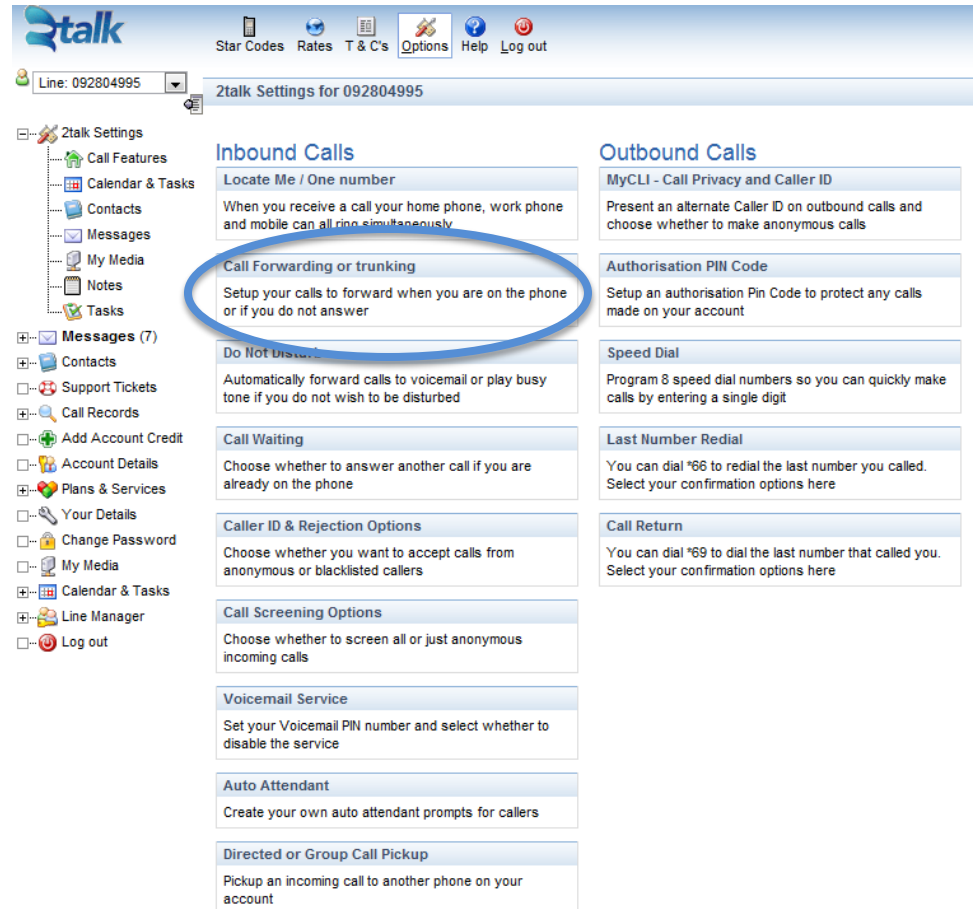
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# 2talk Live

Select  
CALL FORWARDING AND TRUNKING  
from the Inbound Calls Menu



The screenshot displays the 2talk web interface for account management. At the top, there is a navigation bar with the 2talk logo and links for Star Codes, Rates, T & C's, Options, Help, and Log out. Below this, the user's line number is shown as 092804995. The main content area is titled '2talk Settings for 092804995' and is divided into two columns: 'Inbound Calls' and 'Outbound Calls'. The 'Inbound Calls' column contains several settings, with 'Call Forwarding or trunking' highlighted by a blue circle. The 'Outbound Calls' column contains settings like 'MyCLI - Call Privacy and Caller ID', 'Authorisation PIN Code', 'Speed Dial', 'Last Number Redial', and 'Call Return'. A left-hand sidebar lists various account management options such as '2talk Settings', 'Call Features', 'Calendar & Tasks', 'Messages', 'My Media', 'Notes', 'Tasks', 'Messages (7)', 'Contacts', 'Support Tickets', 'Call Records', 'Add Account Credit', 'Account Details', 'Plans & Services', 'Your Details', 'Change Password', 'My Media', 'Calendar & Tasks', 'Line Manager', and 'Log out'.

2talk

Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995

**Inbound Calls**

- Locate Me / One number**  
When you receive a call your home phone, work phone and mobile can all ring simultaneously
- Call Forwarding or trunking**  
Setup your calls to forward when you are on the phone or if you do not answer
- Do Not Disturb**  
Automatically forward calls to voicemail or play busy tone if you do not wish to be disturbed
- Call Waiting**  
Choose whether to answer another call if you are already on the phone
- Caller ID & Rejection Options**  
Choose whether you want to accept calls from anonymous or blacklisted callers
- Call Screening Options**  
Choose whether to screen all or just anonymous incoming calls
- Voicemail Service**  
Set your Voicemail PIN number and select whether to disable the service
- Auto Attendant**  
Create your own auto attendant prompts for callers
- Directed or Group Call Pickup**  
Pickup an incoming call to another phone on your account

**Outbound Calls**

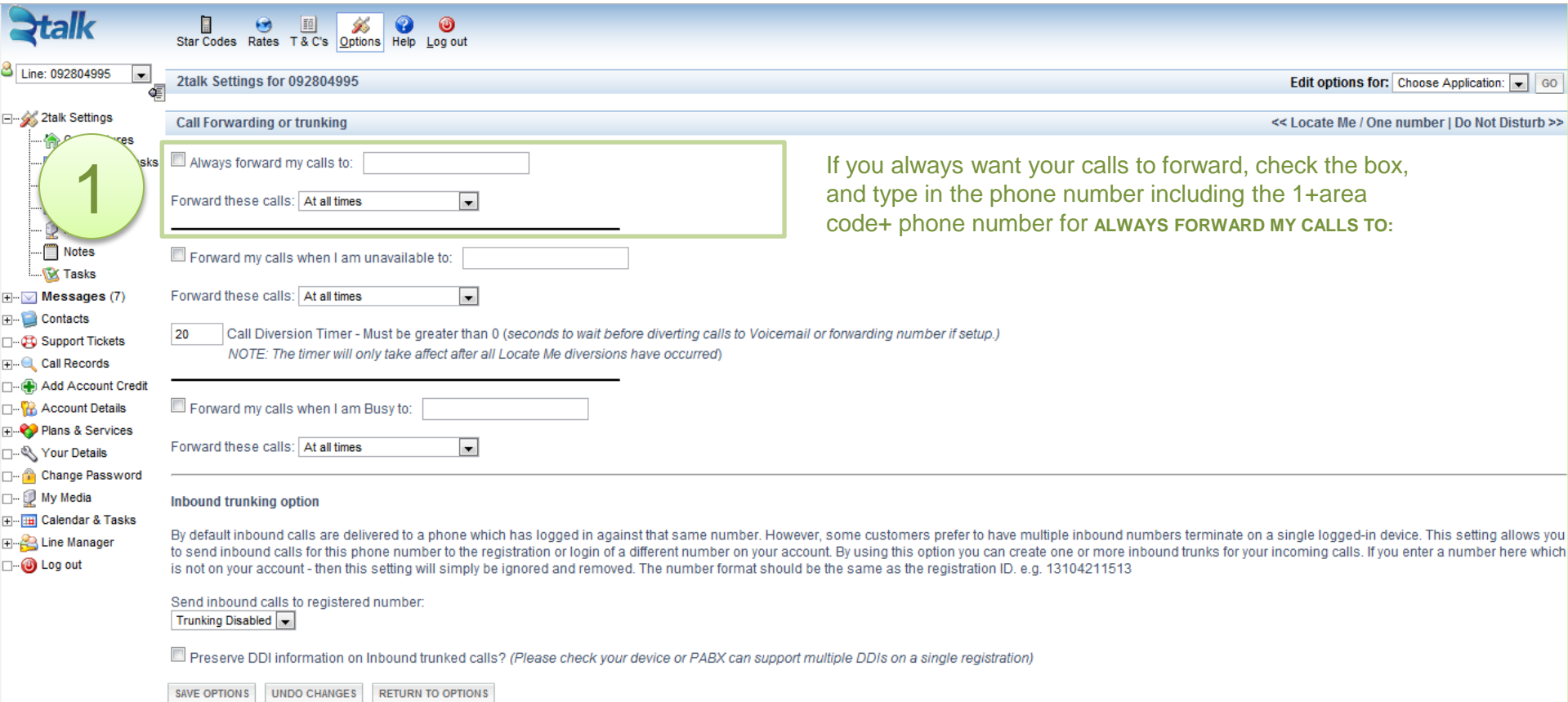
- MyCLI - Call Privacy and Caller ID**  
Present an alternate Caller ID on outbound calls and choose whether to make anonymous calls
- Authorisation PIN Code**  
Setup an authorisation Pin Code to protect any calls made on your account
- Speed Dial**  
Program 8 speed dial numbers so you can quickly make calls by entering a single digit
- Last Number Redial**  
You can dial \*66 to redial the last number you called. Select your confirmation options here
- Call Return**  
You can dial \*69 to dial the last number that called you. Select your confirmation options here

2talk Settings

- Call Features
- Calendar & Tasks
- Contacts
- Messages
- My Media
- Notes
- Tasks
- Messages (7)
- Contacts
- Support Tickets
- Call Records
- Add Account Credit
- Account Details
- Plans & Services
- Your Details
- Change Password
- My Media
- Calendar & Tasks
- Line Manager
- Log out



# Set Up Call Forwarding and Trunking



Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995 Edit options for: Choose Application: GO

### Call Forwarding or trunking

<< Locate Me / One number | Do Not Disturb >>

Always forward my calls to:

Forward these calls: At all times

Forward my calls when I am unavailable to:

Forward these calls: At all times

20 Call Diversion Timer - Must be greater than 0 (seconds to wait before diverting calls to Voicemail or forwarding number if setup.)  
*NOTE: The timer will only take affect after all Locate Me diversions have occurred)*

Forward my calls when I am Busy to:

Forward these calls: At all times

### Inbound trunking option

By default inbound calls are delivered to a phone which has logged in against that same number. However, some customers prefer to have multiple inbound numbers terminate on a single logged-in device. This setting allows you to send inbound calls for this phone number to the registration or login of a different number on your account. By using this option you can create one or more inbound trunks for your incoming calls. If you enter a number here which is not on your account - then this setting will simply be ignored and removed. The number format should be the same as the registration ID. e.g. 13104211513

Send inbound calls to registered number:  
Trunking Disabled

Preserve DDI information on Inbound trunked calls? (Please check your device or PABX can support multiple DDIs on a single registration)

SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

If you always want your calls to forward, check the box, and type in the phone number including the 1+area code+ phone number for ALWAYS FORWARD MY CALLS TO:

# Set Up Call Forwarding and Trunking

2talk  
Star Codes Rates T & C's Options Help Log out

Line: 092804995 2talk Settings for 092804995 Edit options for: Choose Application: GO

### Call Forwarding or trunking

<< Locate Me / One number | Do Not Disturb >>

Always forward my calls to:

Forward these calls:

Forward my calls when I am unavailable to:

Forward these calls:

Call Diversion Timer - Must be greater than 0 (seconds to wait before diverting calls to Voicemail or forwarding number if setup.)  
*NOTE: The timer will only take affect after all Locate Me diversions have occurred)*

Forward my calls when I am Busy to:

Forward these calls:

### Inbound trunking option

By default inbound calls are delivered to a phone which has logged in against that same number. However, some customers prefer to have multiple inbound numbers terminate on a single logged-in device. This setting allows you to send inbound calls for this phone number to the registration or login of a different number on your account. By using this option you can create one or more inbound trunks for your incoming calls. If you enter a number here which is not on your account - then this setting will simply be ignored and removed. The number format should be the same as the registration ID. e.g. 13104211513

Send inbound calls to registered number:

Preserve DDI information on Inbound trunked calls? (Please check your device or PABX can support multiple DDIs on a single registration)

If you only want your calls to forward when you are UNAVAILABLE, check the box, and type in the phone number including the 1+area code+ phone number for FORWARD MY CALLS WHEN I'M UNAVAILABLE TO:

Decide when you would like to forward your calls.

## You can choose from:

- At all times
- During Work Hours
- Outside Work Hours
- During Available Hours
- Outside Available Hours
- During User Defined Hours
- Outside User Defined Hours

You can set your hours under the Preferences Menu Item, labeled WORK HOURS

# Set Up Call Forwarding and Trunking

The screenshot shows the 'talk' web interface for '2talk Settings for 092804995'. The 'Call Forwarding or trunking' section is active. A green circle with the number '3' highlights the 'Forward my calls when I am Busy to' section, which includes a checkbox, a text input field, and a dropdown menu set to 'At all times'. Below this, the 'Inbound trunking option' section is visible, with a dropdown menu set to 'Trunking Disabled'. At the bottom, there are buttons for 'SAVE OPTIONS', 'UNDO CHANGES', and 'RETURN TO OPTIONS'.

If you only want your calls to forward when you are **BUSY**, check the box, and type in the phone number including the 1+area code+ phone number for **FORWARD MY CALLS WHEN I'M BUSY TO**:

Decide when you would like to forward your calls.

## You can choose from:

- At all times
- During Work Hours
- Outside Work Hours
- During Available Hours
- Outside Available Hours
- During User Defined Hours
- Outside User Defined Hours

You can set your hours under the Preferences Menu Item, labeled **WORK HOURS**

# Set Up Call Forwarding and Trunking

The screenshot shows the 2talk web interface for a user with line number 092804995. The page is titled "2talk Settings for 092804995" and is focused on "Call Forwarding or trunking".

**Call Forwarding or trunking**

- Always forward my calls to:
- Forward these calls:
- Forward my calls when I am unavailable to:
- Forward these calls:
- Call Diversion Timer - Must be greater than 0 (seconds to wait before diverting calls to Voicemail or forwarding number if setup).  
*NOTE: The timer will only take affect after all Locate Me diversions have occurred*
- Forward my calls when I am Busy to:
- Forward these calls:

**Inbound trunking option**

By default inbound calls are delivered to a phone which has logged in against that same number. However, some customers prefer to have multiple inbound numbers terminate on a single logged-in device. This setting allows you to send inbound calls for this phone number to the registration or login of a different number on your account. By using this option you can create one or more inbound trunks for your incoming calls. If you enter a number here which is not on your account - then this setting will simply be ignored and removed. The number format should be the same as the registration ID. e.g. 13104211513

Send inbound calls to registered number:

Preserve DDI information on Inbound trunked calls? (Please check your device or PABX can support multiple DDIs on a single registration)

SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

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To have multiple phone numbers forward to the same number, you must enable trunking on the primary number, select it from the drop down menu

To preserve the phone number on incoming calls, check the box for **PRESERVE DDI INFORMATION ON INBOUND TRUNKED CALLS**



# Set Up Call Forwarding and Trunking

The screenshot shows the 2talk web interface for a user with line number 092804995. The page is titled "2talk Settings for 092804995" and is currently displaying the "Call Forwarding or trunking" section. The interface includes a navigation menu on the left with options like "Call Features", "Calendar & Tasks", "Contacts", "Messages", "My Media", "Notes", and "Tasks". The main content area is divided into several sections:

- Call Forwarding or trunking**: This section contains three sets of forwarding options, each with a checkbox, a text input field, and a dropdown menu for "Forward these calls:". The first set is for "Always forward my calls to:", the second for "Forward my calls when I am unavailable to:", and the third for "Forward my calls when I am Busy to:". Each dropdown menu is currently set to "At all times".
- Call Diversion Timer**: A text input field contains the value "20". Below it is a note: "NOTE: The timer will only take affect after all Locate Me diversions have occurred".
- Inbound trunking option**: This section explains that by default, inbound calls are delivered to the phone logged in against that number. It offers an option to have multiple inbound numbers terminate on a single device. Below this is a dropdown menu for "Send inbound calls to registered number:" which is currently set to "Trunking Disabled".
- DDI Information**: A checkbox option to "Preserve DDI information on Inbound trunked calls?" with a note: "(Please check your device or PABX can support multiple DDIs on a single registration)".

At the bottom of the page, there are three buttons: "SAVE OPTIONS", "UNDO CHANGES", and "RETURN TO OPTIONS". A large green box with the number "5" in a circle is overlaid on the left side of the page. A green banner at the bottom right contains the text "ALWAYS REMEMBER TO CLICK SAVE OPTIONS!".



For Assistance

Contact [support@2talk.com](mailto:support@2talk.com)

