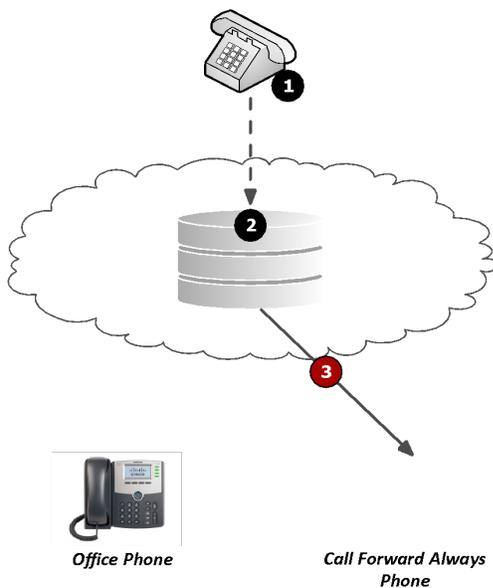


Feature Overview

In today's business world, fixed-mobile convergence (FMC) isn't a luxury – it's a necessity. With more and more employees working out of the office, it's becoming increasingly difficult for customers and colleagues to reach these remote workers given the number of different devices and numbers (mobile, office, home) they may be using. In such a disjointed environment, there is a need for a solution that makes communications as seamless as possible – whether an employee is working from the office, on the road or at home.

Multiple Call Forwarding options allow users to route calls to a desired location depending on certain criteria. Below are options that one can use to meet the situation at hand.

Call Forward Always - Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number. An optional status indicator is available to identify whether this service is enabled.



Caller dials the number to the users office phone

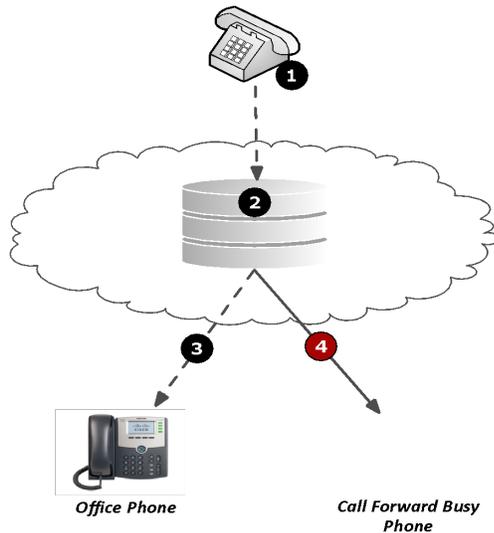
The BroadCloud network receives the call and begins the routing process

The BroadCloud network confirms if the user has activated Call Forward Always

Call is routed directly to the phone number defined by the user for Call Forward Always

Call Forwarding

Call Forward Busy - Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. This service is set as a default to forward to the user's voicemail. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number.



Caller dials the number to the user's office phone

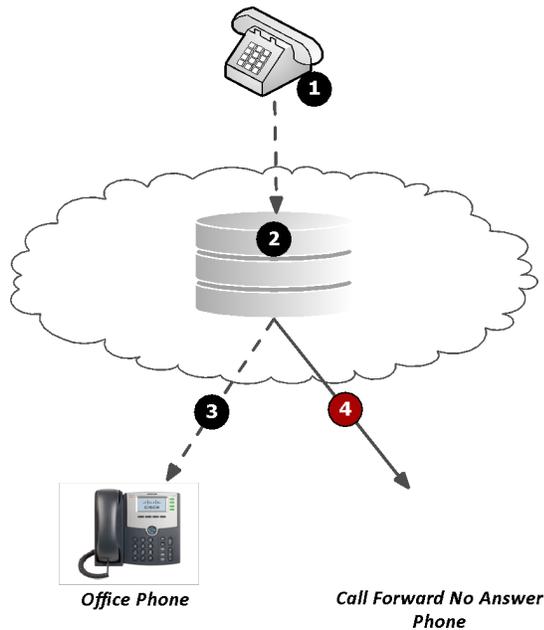
The BroadCloud network receives the call and begins the routing process

The BroadCloud network confirms that the user's office phone is currently in use

The BroadCloud network confirms that the user has activated the Call Forward Busy feature and the call is routed directly to the phone number defined by the user

Call Forward No Answer - Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. This service is set as a default to forward to the user's voicemail. Users have the option to activate and deactivate the service by dialing a feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding.

Call Forwarding



Caller dials the number to the user's office phone

The BroadCloud network receives the call and begins the routing process

The BroadCloud network sends the call to the user's office phone. If the call is unanswered after a defined number of rings (defined by the user) then the BroadCloud network confirms the Call Forward No Answer settings

Once the defined number of rings is met and the feature is confirmed the BroadCloud network will automatically forward the call to the defined phone number

Feature Prerequisites

Before the Call Forwarding feature can be used the following conditions must be met:

- At least one inbound number must be available to be assigned to a Call Forwarding station (Premium, Standard, Conference Room, Hosted Square Key, Hosted PRI-User, or Hosted POTS)
- At least one Call Forwarding number must be assigned to the station through the My Site dashboard. Call Forwarding stations are not automatically assigned when the BroadSoft service is provisioned
- When using the Call Forward feature to point calls to an external number, these numbers need to be entered in the My Phone Dashboard under the My Numbers tab

Note: If the number entered as the Forward to number is a long distance number, charges may apply. Also, the Calling plan must be set to allow LD outbound calls.

Using Call Forward

Once a single Call Forward number and station have been assigned to the My Site dashboard and the User has configured the Call Forwarding feature in the My Phone dashboard, the Call Forwarding feature is ready for use. The following sections describe how to configure the Call Forward feature.

Feature Setup

Administrative Setup

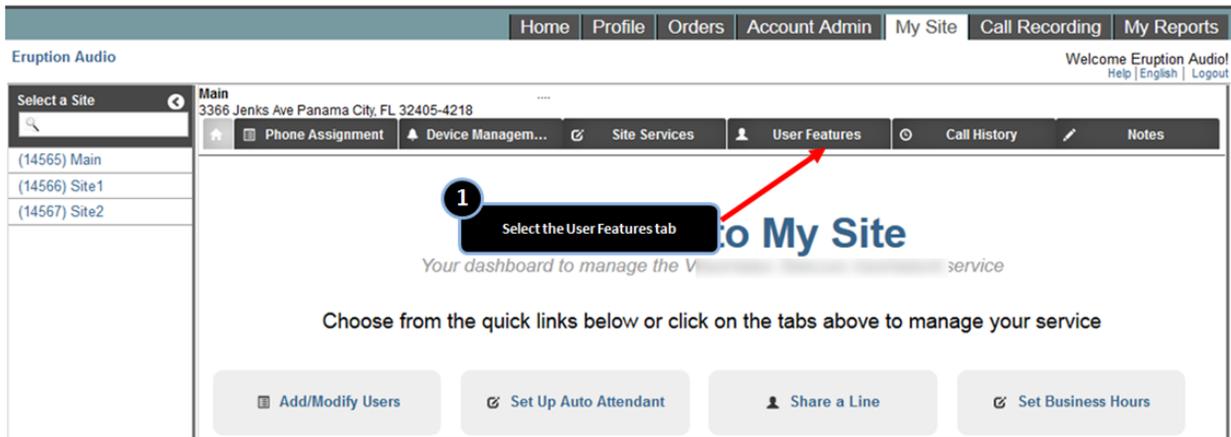
To use this service, log into My Account, and then simply follow the steps detailed below.

Call Forwarding

Step 1. Go to My Site and Select a Site



Step 2. Select User Features and then the Sharing tab



Call Forwarding

Step 3. Call Forward Always - Select the Call Forward Always button and then choose a user to configure

Call Forward Always

Select a row and click 'Edit' to view or configure Call Forward Always for that number

Edit

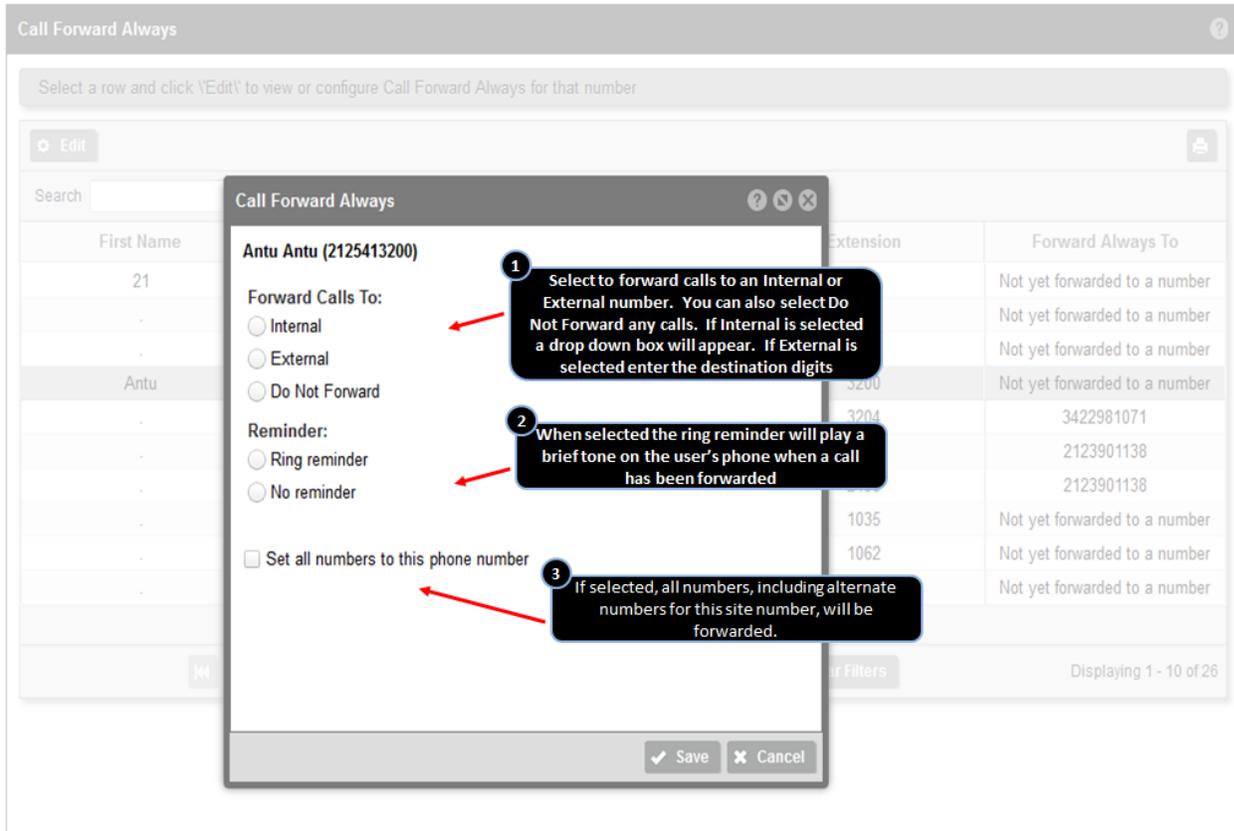
Search < >

First Name	Last Name	Phone Number	Extension	Forward Always To
21	35	2123901135	1135	Not yet forwarded to a number
.	2125413203	2125413203	3203	Not yet forwarded to a number
.	2125413103	2125413103	3103	Not yet forwarded to a number
Antu	2125413200	2125413200	3200	Not yet forwarded to a number
.	2725413204	2725413204	3204	3422981071
.	2725413201	2725413201		2123901138
.	3232122133	3232122133	2133	2123901138
.	3422981035	3422981035	1035	Not yet forwarded to a number
.	3422981062	3422981062	1062	Not yet forwarded to a number
.	3422981024	3422981024	1024	Not yet forwarded to a number

1 Select a number to configure and click on the Edit button

Page 1 of 3 Records per Page 10 Clear Filters Displaying 1 - 10 of 26

Step 4. Call Forward Always -Determine the number calls will be forwarded to (internal or external)



If Internal, select the number calls should be forwarded to from the drop down box.
If External, enter the destination digits

Ring Reminder

When enabled, the ring reminder will play a brief tone on the user's phone when a call has been forwarded. Select No Reminder to disable the tone.

Set all numbers to this phone number

If selected, all numbers, including alternate numbers for this site number, will be forwarded.

Call Forwarding

Step 1. Call Forward Busy - Select the Call Forward Busy button and then select the number to configure

Call Forward Busy

Select a row and click 'Edit' to view or configure Call Forward Busy for that number

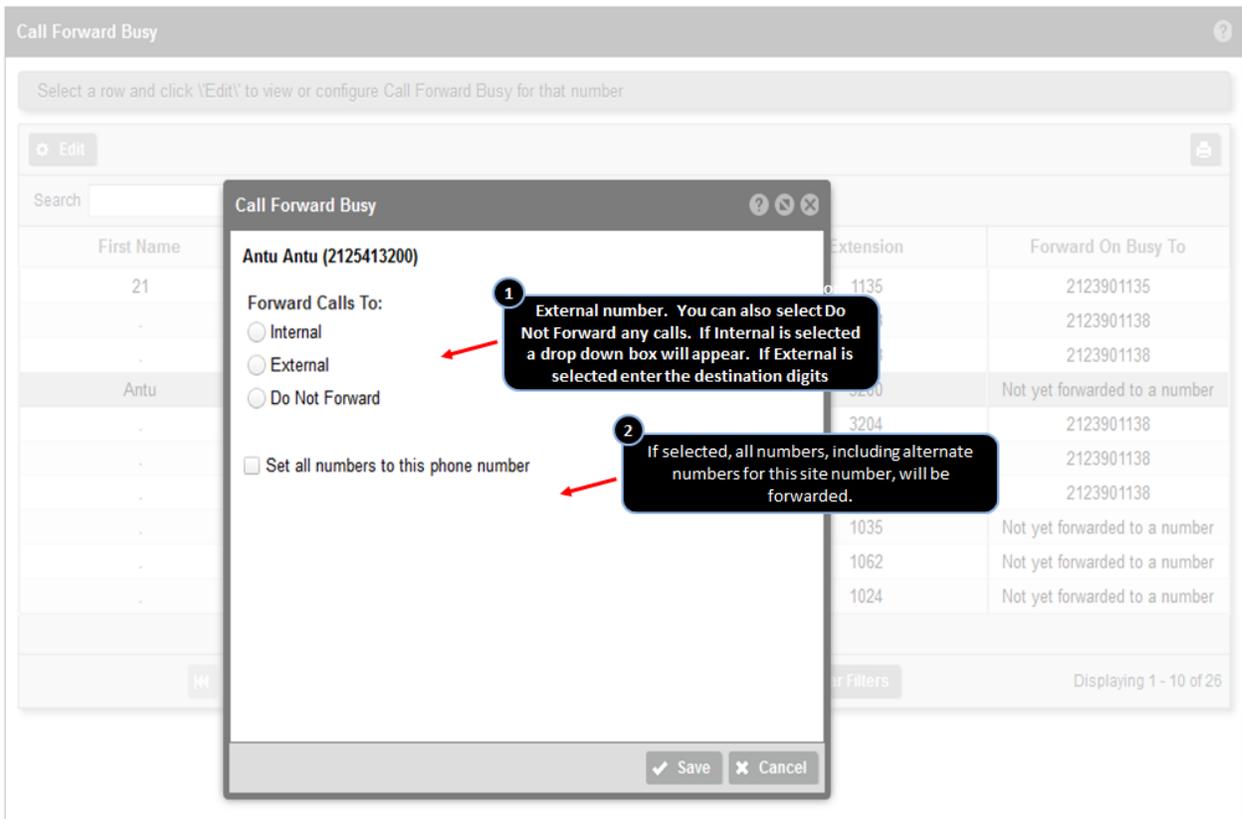
Edit

Search

First Name	Last Name	Phone Number	Extension	Forward On Busy To
21	35	2123901135	1135	2123901135
.	2125413203	2125413203	3203	2123901138
.	2125413103	2125413103	3103	2123901138
Antu	2125413200	2125413200	3200	Not yet forwarded to a number
.	2725413204	2725413204	3204	2123901138
.	2725413201	2725413201		2123901138
.	3232122133	3232122133	2133	2123901138
.	3422981035	3422981035	1035	Not yet forwarded to a number
.	3422981062	3422981062	1062	Not yet forwarded to a number
.	3422981024	3422981024	1024	Not yet forwarded to a number

Page 1 of 3 Records per Page 10 Clear Filters Displaying 1 - 10 of 26

Step 2. Call Forward Busy - Select an internal number or enter a external number



Select the type of destination to which calls will be forwarded.

- If internal, select the number calls should be forwarded to from the drop down box.
- If external, enter the destination digits.

Set all numbers to this phone number

If selected, all numbers, including alternate numbers for this site number, will be forwarded.

Call Forwarding

Step 1. Call Forward No Answer - Select the Call Forward No Answer button and then select the number to configure

Call Forward Always

Select a row and click 'Edit' to view or configure Call Forward Always for that number

Edit

Search

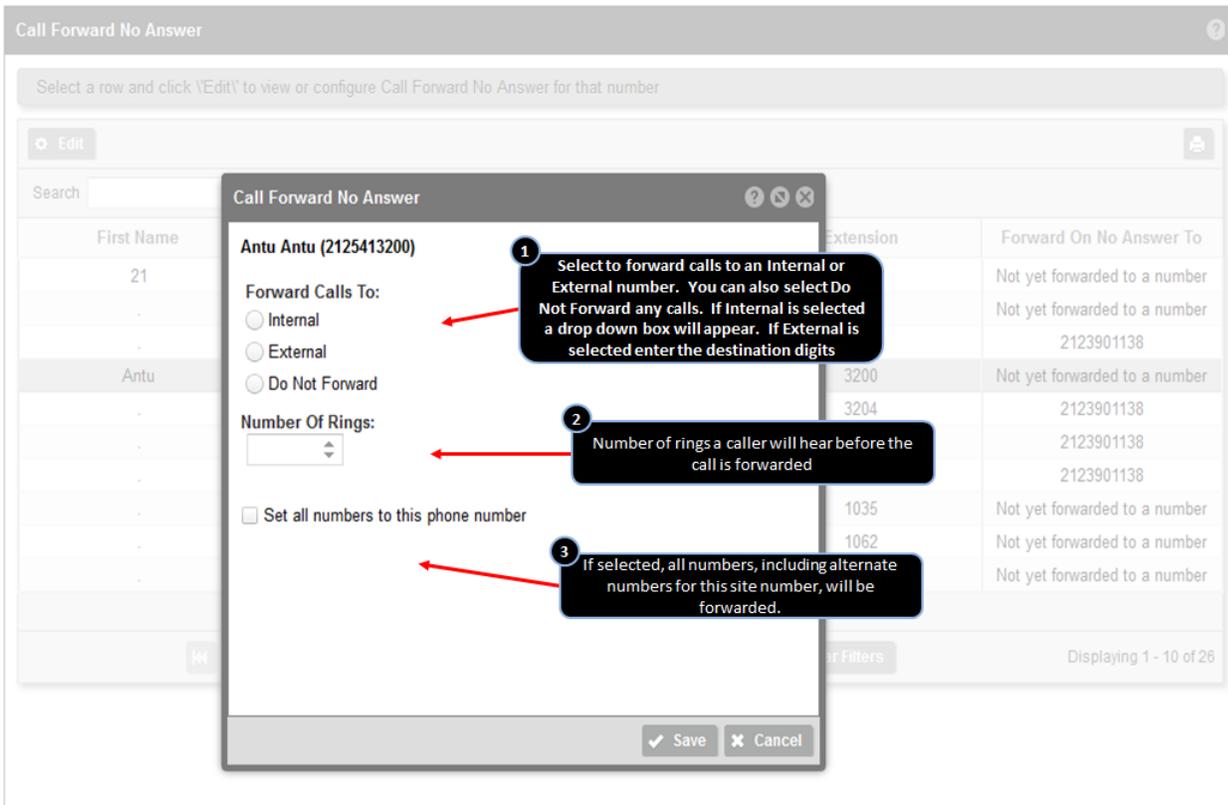
First Name	Last Name	Phone Number	Extension	Forward Always To
21	35	2123901135	1135	Not yet forwarded to a number
.	2125413203	2125413203	3203	Not yet forwarded to a number
.	2125413103	2125413103	3103	Not yet forwarded to a number
Antu	2125413200	2125413200	3200	Not yet forwarded to a number
.	2725413204	2725413204	3204	3422981071
.	2725413201	2725413201		2123901138
.	3232122133	3232122133	2133	2123901138
.	3422981035	3422981035	1035	Not yet forwarded to a number
.	3422981062	3422981062	1062	Not yet forwarded to a number
.	3422981024	3422981024	1024	Not yet forwarded to a number

Page 1 of 3 Records per Page 10 Clear Filters Displaying 1 - 10 of 26

Call Forwarding

Step 2. Call Forward No Answer - Select an internal number or enter a external number and configure the settings seen below

service: 303-376-7200
service@dpcnetworks.com



Select the type of destination to which calls will be forwarded.

- If internal, from the drop-down box, select the number calls should be forwarded to.
- If external, enter the destination digits.

Select the number of rings before forwarding.

- Use the up and down arrow keys to select the number of rings that a caller will hear before the call is forwarded.

Set all numbers to this phone number.

- If selected, all numbers, including alternate numbers for this site, will be forwarded

Feature Setup

End User Setup

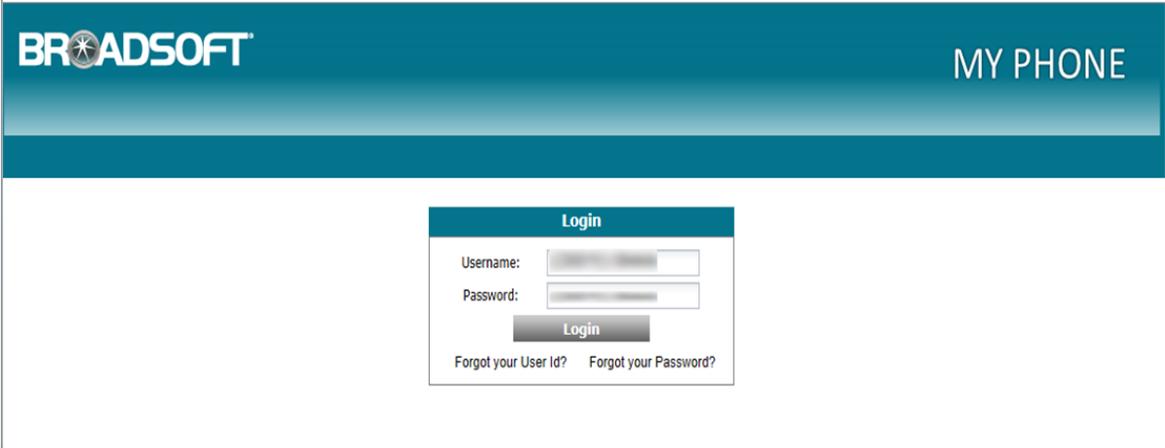
The Call Forward feature is automatically available to all user stations, and feature control is located in the My Phone dashboard. To configure the Call Forward feature, the user must choose an internal or enter an external number to forward calls to (a minimum of one number must be assigned by the user to enable the feature).

Call Forwarding

Two types of call forwarding can be setup from the My Phone dashboard:

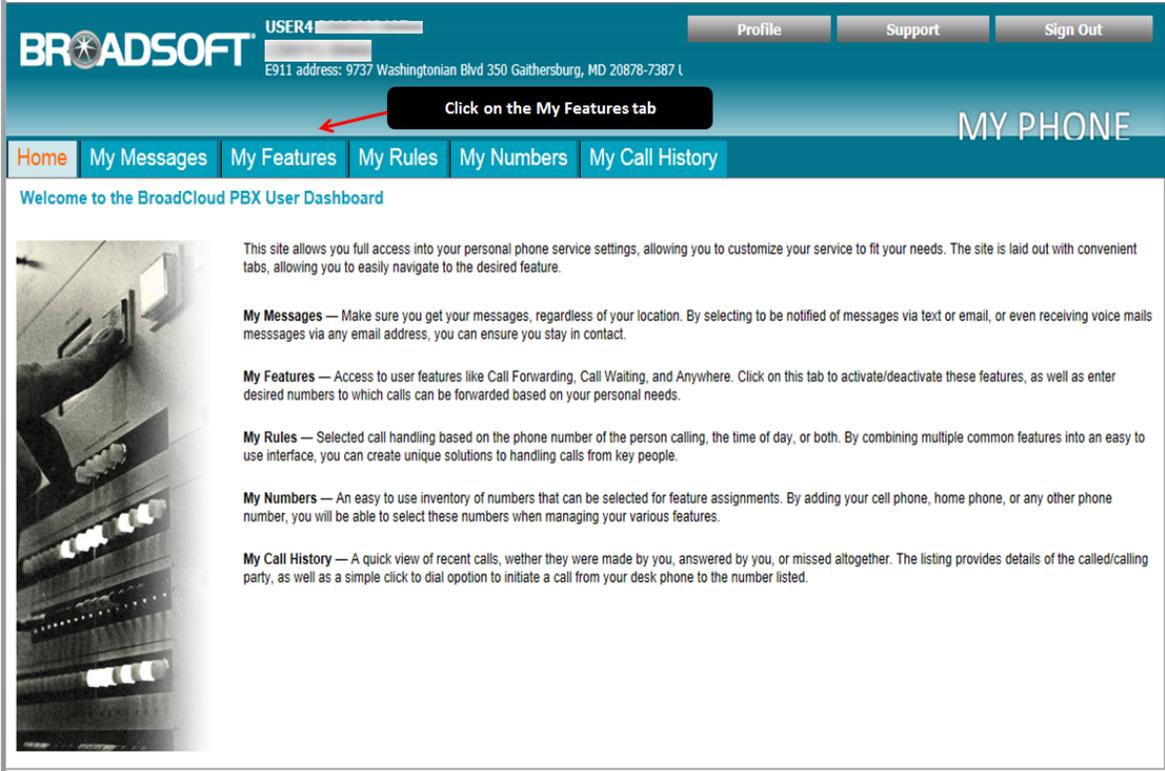
- **Forward All Calls:** Forwards all incoming calls to the destination you choose.
- **Forward Unanswered Calls:** Forwarding only occurs when you are away from or not answering your phone

Step 1. Log in to My Phone



The screenshot shows the Broadsoft My Phone login interface. At the top, there is a teal header bar with the "BROADSOFT" logo on the left and "MY PHONE" text on the right. Below the header, a white login box is centered. The box has a teal title bar that says "Login". Inside the box, there are two input fields: "Username:" and "Password:". Below these fields is a teal "Login" button. At the bottom of the box, there are two links: "Forgot your User Id?" and "Forgot your Password?".

Step 2. Go to the My Features tab

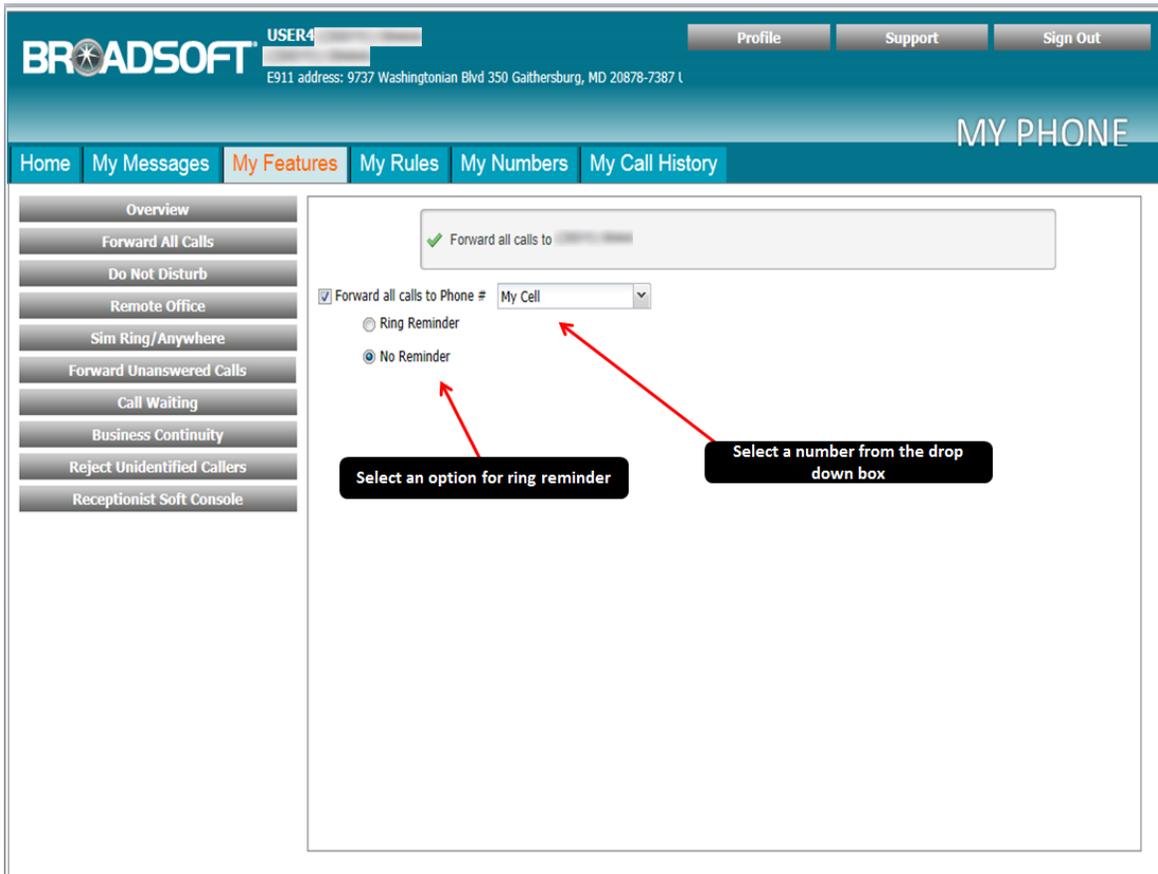


The screenshot shows the BroadSoft user dashboard. At the top left is the BroadSoft logo. To its right, the user is identified as 'USER4' with a redacted email address and an E911 address: '9737 Washingtonian Blvd 350 Gaithersburg, MD 20878-7387'. On the top right, there are buttons for 'Profile', 'Support', and 'Sign Out'. Below this is a navigation bar with tabs for 'Home', 'My Messages', 'My Features', 'My Rules', 'My Numbers', and 'My Call History'. The 'My Features' tab is highlighted in blue, and a red arrow points to it with a black callout box containing the text 'Click on the My Features tab'. To the right of the navigation bar, the text 'MY PHONE' is displayed. Below the navigation bar, a welcome message reads 'Welcome to the BroadCloud PBX User Dashboard'. On the left side of the main content area, there is a vertical image of a person's hand interacting with a physical PBX control panel. To the right of this image, there are five descriptive paragraphs for the dashboard features: 'This site allows you full access into your personal phone service settings...', 'My Messages — Make sure you get your messages...', 'My Features — Access to user features like Call Forwarding...', 'My Rules — Selected call handling based on the phone number...', and 'My Call History — A quick view of recent calls...'.

Step 3. Go to the Forward All Calls Feature window

The screenshot shows the Broadsoft My Phone web interface. At the top, there is a header with the Broadsoft logo, a user ID 'USER4', and navigation links for 'Profile', 'Support', and 'Sign Out'. Below the header is a secondary navigation bar with tabs for 'Home', 'My Messages', 'My Features', 'My Rules', 'My Numbers', and 'My Call History'. The 'My Features' tab is selected. On the left side, there is a vertical menu of features: 'Overview', 'Forward All Calls', 'Do Not Disturb', 'Remote Office', 'Sim Ring/Anywhere', 'Forward Unanswered Calls', 'Call Waiting', 'Business Continuity', 'Reject Unidentified Callers', and 'Receptionist Soft Console'. The 'Forward All Calls' feature is highlighted with a red arrow pointing to it. A black callout box with white text says 'Click on the Forward All Calls tab'. To the right of the menu, there is a text area that reads: 'Make your phone service work for you. The features below allow you to customize how your incoming calls are handled to make sure your unique needs are met. Route your calls to you wherever you may be, eliminate unnecessary calls that waste your time, and make sure calls are handled appropriately when you are at your busiest and already on a call.'

Step 4. Configure your Forward All Calls settings.



Enable/Disable Call Forwarding

- To enable call forwarding for all calls, check the **Forward all calls to phone #** box. To disable, uncheck the **Forward all calls to phone #** box.
- From the drop-down menu, select the destination to which the calls will be forwarded.

Enable/Disable ring reminder.

When Call Forward Always is enabled, the ring reminder will play a brief tone on your phone when a call has been forwarded.

- To enable this feature, select the **Ring reminder** button.
- Select **No reminder** to disable the tone.

Step 1. Setting up your Forward Unanswered Calls.

The screenshot shows the Broadsoft My Phone user interface. At the top, there is a header with the Broadsoft logo, user information (USER4), and navigation links for Profile, Support, and Sign Out. Below the header is a secondary navigation bar with tabs for Home, My Messages, My Features (highlighted in orange), My Rules, My Numbers, and My Call History. The main content area is titled 'MY PHONE' and contains a list of features on the left and a descriptive text on the right. The 'Forward Unanswered Calls' feature is highlighted with a red arrow and a callout box that says 'Click on the Forward Unanswered Calls tab'. The descriptive text on the right reads: 'Make your phone service work for you. The features below allow you to customize how your incoming calls are handled to make sure your unique needs are met. Route your calls to you wherever you may be, eliminate unnecessary calls that waste your time, and make sure calls are handled appropriately when you are at your busiest and already on a call.'

Step 2. Configure your Forward Unanswered Calls tab

Enable call forwarding of unanswered calls.

- a. Enter the number of rings the caller will hear before forwarding, or select from the drop-down box.
- b. From the drop-down menu, select the destination to which calls will be forwarded.

Disable call forwarding of unanswered calls.

Select **Forward to my Voice Mail**.