

# Yealink – Call Forward

This procedure describes how to set call forwarding from a Yealink Telephone. Additional Call forwarding options available under <https://support.firelinecommunications.com/documentation/users/call-forwarding/>

## Always Forward

**Always Forward will unconditionally forward all calls to the specified telephone number.**

To Enable Always Forward from the Phone Menu

1. Press the Menu soft key
2. Press 2 for Features
3. Press 1 for Call Forward
4. Press 1 for Always Forward
5. Highlight Always Forward and toggle so it is Enabled
6. Highlight Forward to and enter the destination telephone number which should receive forwarded calls
7. Press the Save soft key

To Disable Always Forward from the Phone Menu

1. Press the Menu softkey
2. Press 2 for Features
3. Press 1 for Call Forward
4. Press 1 for Always Forward
5. Highlight Always Forward and toggle so it is Disabled
6. Press the Save soft key

## Busy Forward

**Busy Forward will conditionally forward all calls**

**to the specified telephone number if the handset is already on a phone call.**

To Enable Busy Forward from the Phone Menu

1. Press the Menu soft key
2. Press 2 for Features
3. Press 1 for Call Forward
4. Press 2 for Busy Forward
5. Highlight Busy Forward and toggle so it is Enabled
6. Highlight Forward to and enter the destination telephone number which should receive forwarded calls
7. Press the Save soft key

To Disable Busy Forward from the Phone Menu

1. Press the Menu soft key
2. Press 2 for Features
3. Press 1 for Call Forward
4. Press 2 for Busy Forward
5. Highlight Busy Forward and toggle so it is Disabled
6. Press the Save soft key

## **No Answer Forward**

To Enable No Answer Forward from the Phone Menu

1. Press the Menu soft key
2. Press 2 for Features
3. Press 1 for Call Forward
4. Press 3 for No Answer Forward
5. Highlight No Answer Forward and toggle so it is Enabled
6. Highlight Forward to and enter the destination telephone number which should receive forwarded calls
7. Highlight After Ring Time and select the desired time out. Each ring is approx 5 seconds.
8. Press the Save soft key

To Disable No Answer Forward from the Phone Menu

1. Press the Menu soft key
2. Press 2 for Features
3. Press 1 for Call Forward
4. Press 3 for No Answer Forward
5. Highlight No Answer Forward and toggle so it is Disabled
6. Press the Save soft key