

## Enable and disable call forwarding on a Yealink Phone

There are three types of call forwarding that can be configured on a Yealink phone.

“Always forward”, “busy forward”, and “no answer forward”.

Always Forward will unconditionally forward all calls made to your phone to the specified telephone number. If your phone is a member of a ring group, your phone will forward the call and bypass the other ring group phones.

To Enable Always Forward from the Phone Menu

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

To Disable Always Forward from the Phone Menu

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

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



To Disable Busy Forward from the Phone Menu

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

No Answer Forward will conditionally forward all calls to the specified telephone number if an incoming call is not answered in a specified amount of time. The PBX is set by default to send the call to voicemail after 25 seconds (this time can be altered on the PBX at [mypbx.fonelogix.com](http://mypbx.fonelogix.com)), so your ring time selected must be lower than this.

To Enable No Answer Forward from the Phone Menu

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

To Disable No Answer Forward from the Phone Menu

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

In all cases, when call forwarding is enabled, a left-pointing arrow will appear at the top center of your phones screen.