

xln | cloud voice

Call Divert Set Up Guide



To apply the divert on your phone directly, you can use the following codes:

To add the divert: Dial *72 and the number that you would like to divert calls to.

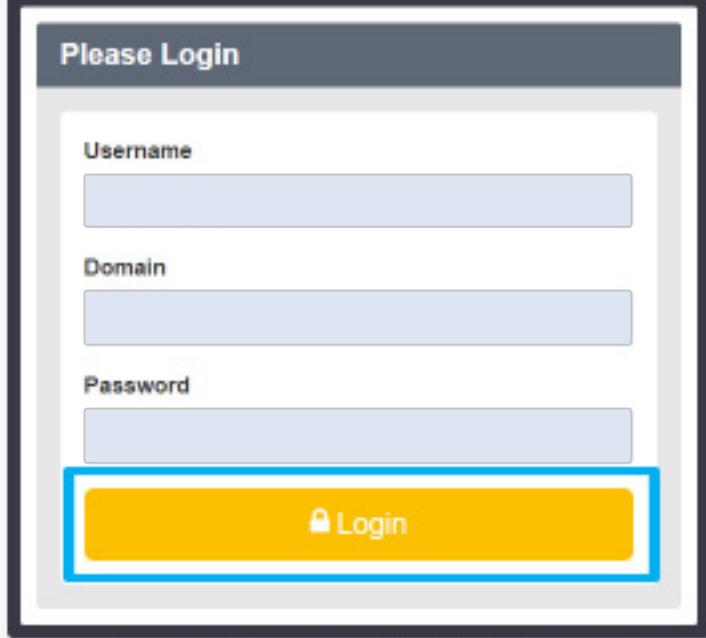
To remove the divert: Dial *73 only.

If you have a Hunt Group or a menu (Auto Attendant) active, the above codes will not activate the divert.

Please see the information that you received on “making changes to your Hunt Group/Auto Attendant”.

On the first screen, input your username and password as per the email from **HVSelect**, it will be in 2 parts:

- the first has the username, domain and website
- the second email has the password



The screenshot shows a login interface with a dark blue header containing the text "Please Login". Below the header are three input fields: "Username", "Domain", and "Password". Each field is a light blue rectangle. At the bottom of the form is a yellow button with a lock icon and the text "Login". A blue rectangular border highlights the "Login" button. Below the form is a warning message in small text: "Warning: You have accessed the Hosted Voice Platform. You must be personally authorized by the system administrator before you use this computer and you are strictly limited to the extent of that authorization. Unauthorized access or misuse of this computer is prohibited and may constitute an offence under the Computer Misuse Act 1990. If you are not authorized to use this system terminate this session."

Once you have logged in, click **Sites** on the top navigation bar followed by the **green search button**.

You should then see the name of the site that has been created for you.

Choose the site name by pressing the **Select** button.

The screenshot shows the 'Site List' interface. At the top, there are navigation tabs: 'Companies', 'Sites' (highlighted with a red box), 'Employees', and 'Employee Groups'. Below the tabs is a search bar labeled 'Search By Site Name...' with a green search button (highlighted with a red box). The search results show '3 Sites found. Displaying all Sites.' and a table with the following data:

Site Name	Service ID	
Sheffield Test2	Sheffield Test2	Select
TEST BED NEW	TEST BED NEW	Select
XLN Sheffield Test	XLN Sheffield Test	Select

Once you have selected the site, click **Employee** on the top navigation bar followed by the **green search button**.

Select the correct user with the phone number in question and then click the **Features** button on the navigation bar on the left.

Service Offerings

Companies Sites **Employees** Employee Groups

Employee Selection

Company: SYX08424 XLN1234567
Employee: Customer.Eight

Active Pending Error Inactive

Search By Users Name, Site Or Telephone Number...

19 Employees found. Displaying all Employees.

<input type="checkbox"/>	Username	Status	First Name	Surname	Phone Number	Extension	Site Name	
<input type="checkbox"/>	Admin	Inactive						Select
<input type="checkbox"/>	Customer.Eight	Active	Tyler	Carew	+44 114 3222834	2834	Sheffield Test2	Select
<input type="checkbox"/>	Customer.Eleven11	Active	Customer	Eleven	+44 114 6980050	0050	TEST BED NEW	Select
<input type="checkbox"/>	Customer.Five	Active	Customer	Five	+44 114 3220475	0475	XLN Sheffield Test	Select
<input type="checkbox"/>	Customer.Four	Active	Customer	Four	+44 114 3220474	0474	XLN Sheffield Test	Select

Employee Selection

Add Employee

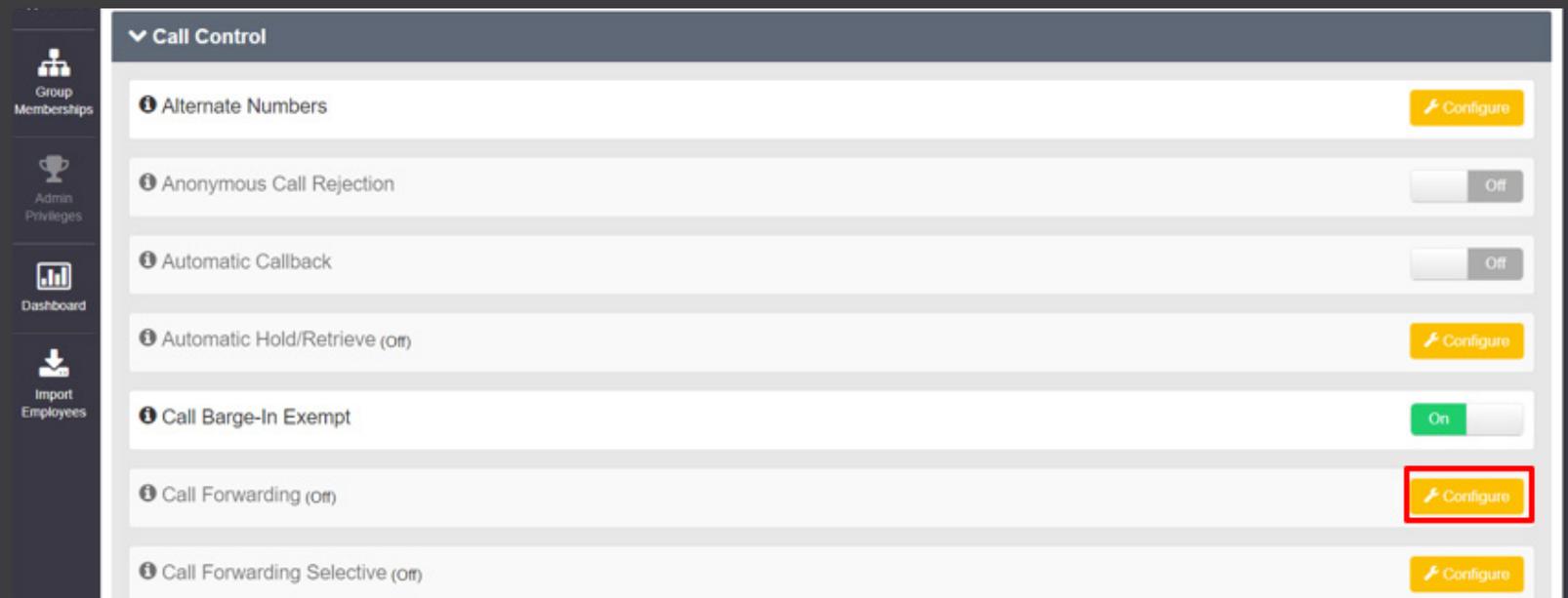
Profile

Service Settings

Features

On the features list, scroll down to see **Call Forwarding**.

Click on **Configure**.



Once you have clicked **Configure**, tick the box for **Always Forward Calls**.

Enter the number for the divert and click **Save**.

Employee Features / Call Forwarding

Call Forwarding Assistance

Always Settings

- Always Forward Calls
- Play Ring Reminder When Forwarding
- * Forward To: 01234567891

Busy Settings

- Forward Calls When Line Is Busy
- * Forward To: Telephone Number / SIP URI

No Answer Settings

- Forward Calls When There Is No Answer
- * Forward To: Telephone Number / SIP URI
- Number Of Rings: 3

Not Reachable Settings

- Forward Calls When Line Is Not Reachable
- * Forward To: Telephone Number / SIP URI

Cancel Save