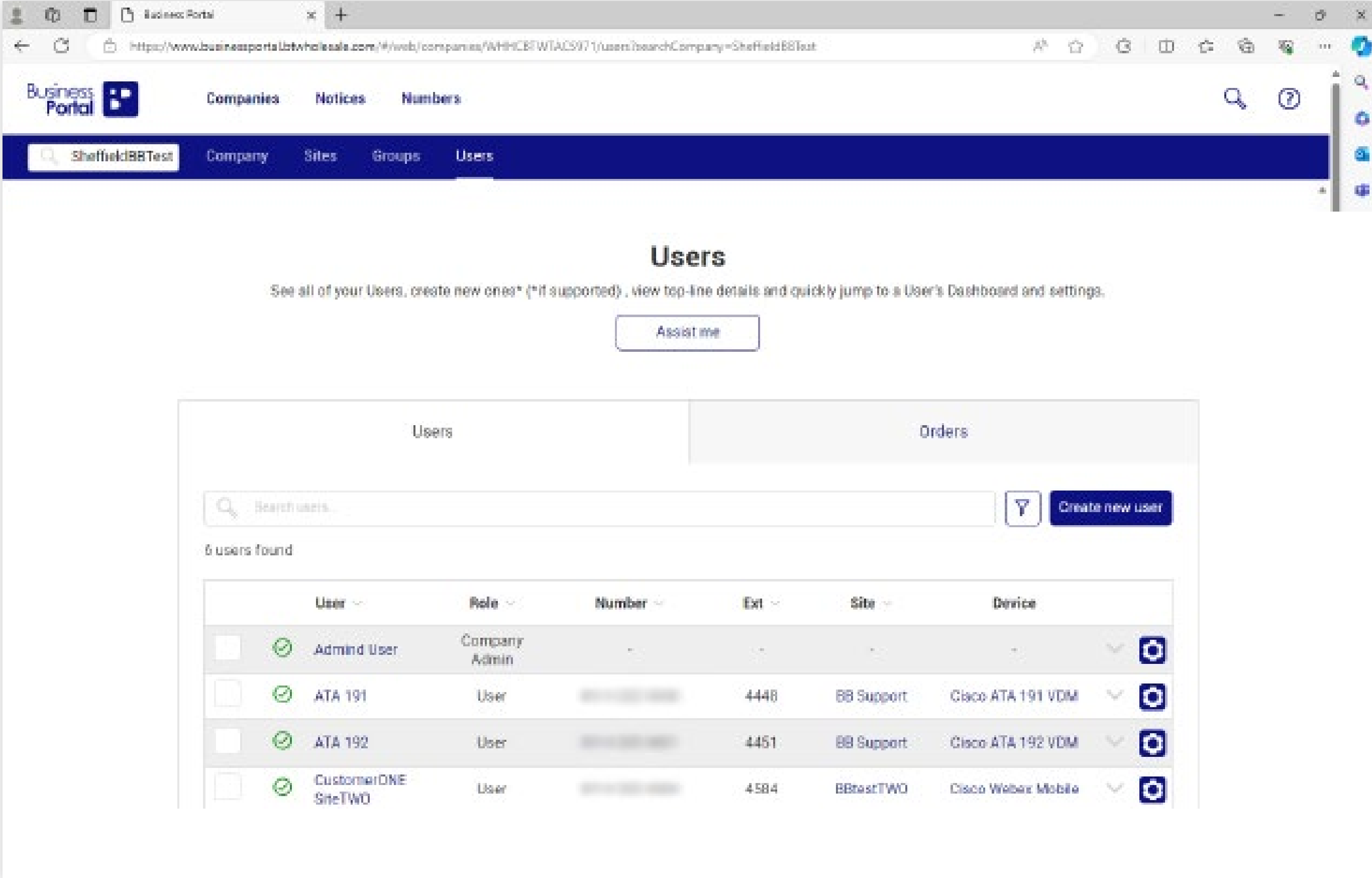


**xln** | cloud voice

# How to add a divert (user level)

## How to add a divert (user level)

- To set up a call divert, dial \*72 followed by the number you wish to use. To turn it off, dial \*73.
- You can also manage this feature using the 'Business Portal'. You will receive an email containing your log in details to the business portal, close to your go live date. When you log in, your account will load automatically as shown.

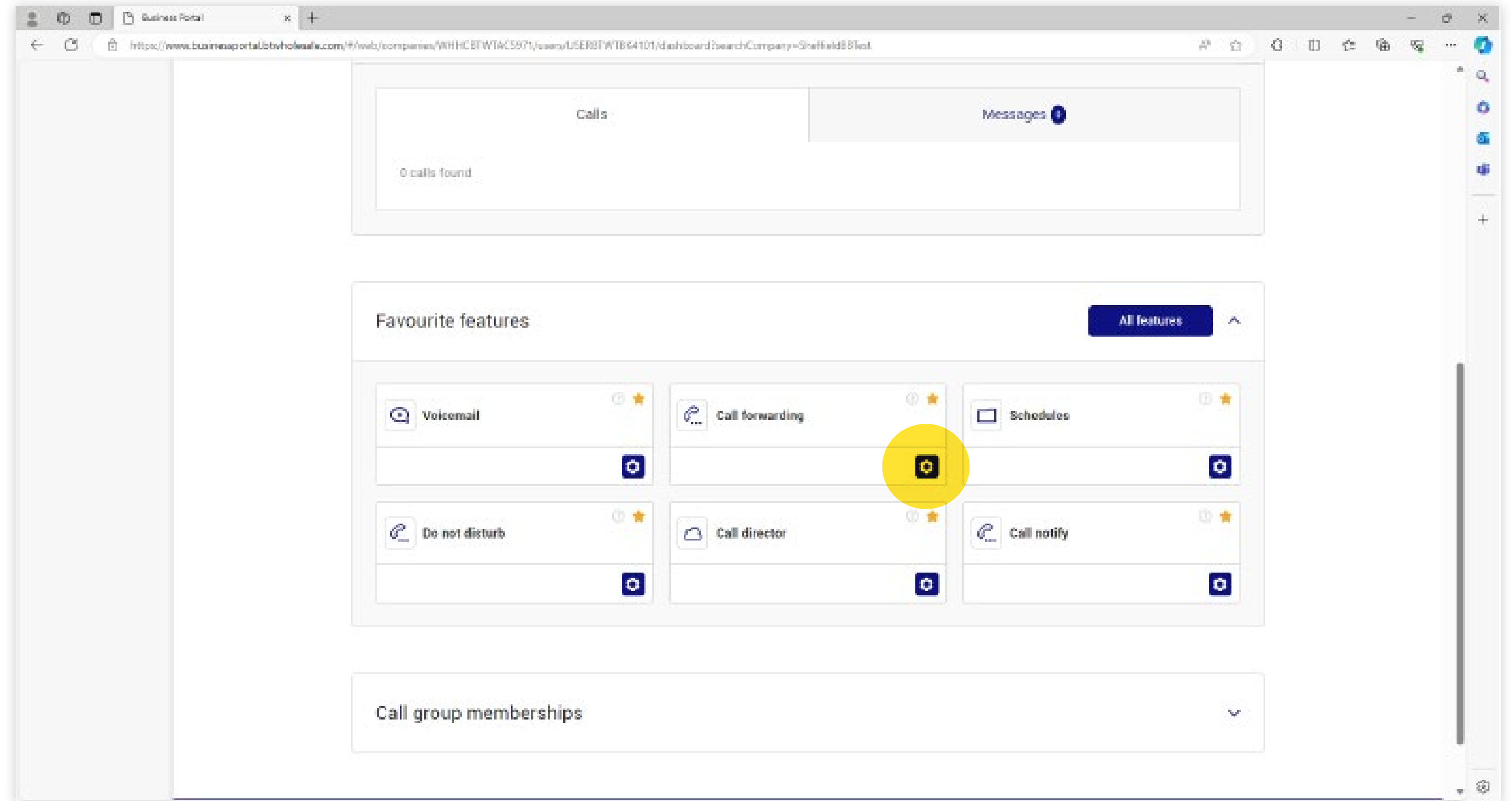


The screenshot shows the 'Business Portal' interface for user management. The page title is 'Users' and it includes a search bar, a 'Create new user' button, and a table of existing users. The table has columns for User, Role, Number, Ext, Site, and Device. The users listed are:

User	Role	Number	Ext	Site	Device
Admin User	Company Admin	-	-	-	-
ATA 191	User	XXXXXXXXXX	4448	BB Support	Cisco ATA 191 VDM
ATA 192	User	XXXXXXXXXX	4451	BB Support	Cisco ATA 192 VDM
Customer/DNE SiteTWO	User	XXXXXXXXXX	4584	BBtestTWO	Cisco Webex Mobile

## How to add a divert (user level)

- The next step is to scroll down the page, until you see the **'Call forwarding'** heading.
- Click on the **'Call forwarding'** cog, as highlighted, to take you to the next screen.



## How to add a divert (user level)

- To add a divert, check the box titled **‘Forward all calls is off’**, enter the number that you would like to divert your calls to.
- Click the **‘Save’** button, as highlighted.
- To remove the call divert, check the box labelled **‘Forward all calls is ON.’**
- Click the **‘Save’** button, as highlighted.

