

How To Guide

How to add call forwarding to your mobile number?

Login to Self-Care Access

Customer Login

Login

Password

Kindly login to your self-care access on <http://customer.therealpbx.com>

Step 1: Go to IP Centrex

The screenshot displays the 'Customer Self-Care Portal' interface. At the top, the balance is shown as '0.00 USD'. Below this, there are navigation tabs: 'Dashboard', 'My Profile', 'IP Centrex', and 'Billing Information'. The 'IP Centrex' tab is highlighted with a blue arrow pointing to it from a callout box at the bottom left. The main content area includes a 'Recent Calls' table and a 'Contact Information' section.

Recent Calls

Date/Time	Account ID	From	To	Duration	Cost, USD	Play
2016-09-20 06:34:57	007008009	18888929646	007008009	1:00	0.00000	

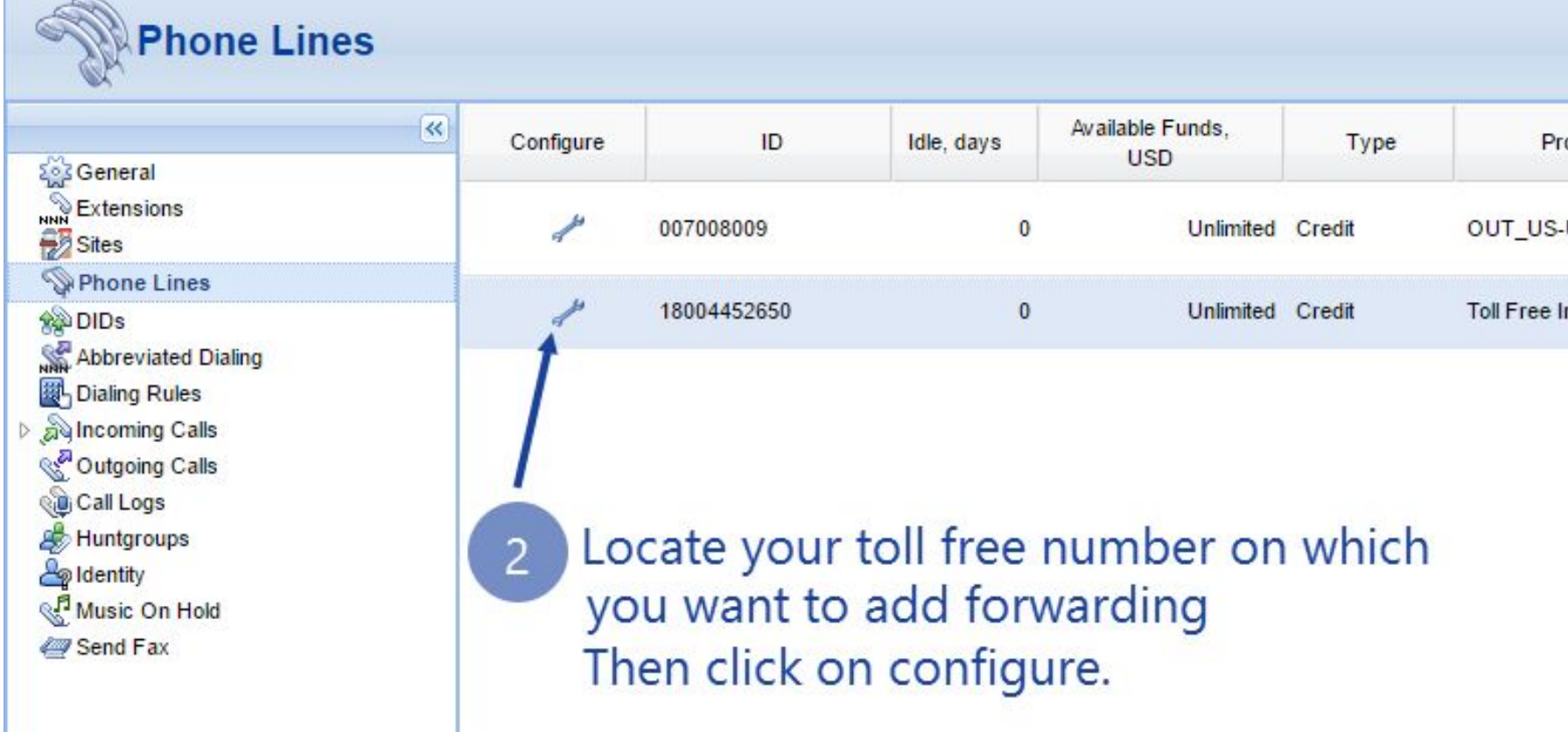
Page 1 of 1

Contact Information

Contact: Test Account
Address: 2969 Oneill Drive
Email: realpbx2007@gmail.com

1 Go to IP Centrex

Step 2: Locate your Toll Free Number



The screenshot shows the 'Phone Lines' configuration page. On the left is a navigation menu with options: General, Extensions, Sites, Phone Lines (selected), DIDs, Abbreviated Dialing, Dialing Rules, Incoming Calls, Outgoing Calls, Call Logs, Huntgroups, Identity, Music On Hold, and Send Fax. The main area displays a table of phone lines with columns: Configure, ID, Idle, days, Available Funds, USD, Type, and Prod. Two rows are visible: one for ID 007008009 and another for ID 18004452650. The second row is highlighted in blue, and a blue arrow points from a circular callout '2' to the 'Configure' icon (a wrench) in the first column of that row.

Configure	ID	Idle, days	Available Funds, USD	Type	Prod
	007008009	0	Unlimited	Credit	OUT_US-UI
	18004452650	0	Unlimited	Credit	Toll Free In-I

2 Locate your toll free number on which you want to add forwarding
Then click on configure.

Step 3: Go to IP Centrex

NNN Edit Phone Line: 18004452650

Dashboard My Profile IP Centrex Billing Information

Dashboard

Account ID: 18004452650 **3** Again go to IP Centrex Offline

Recent Calls

Date/Time	From	To	Duration	Cost, USD	Play
There is no data to display					

Page 1 of 1

Contact Information

Brief Billing Info

Type
Balance
Refunds
Non Call

Member of Hunt

Step 4: Click on forwarding

The screenshot shows a web interface for editing a phone line. At the top, there is a header with the text "Edit Phone Line: 18004452650" and a "NNN" logo. Below the header are four tabs: "Dashboard", "My Profile", "IP Centrex", and "Billing Information". The main content area is titled "General" with a gear icon. On the left side, there is a navigation menu with the following items: "General", "DIDs", "Dialing Rules", "Incoming Calls", "Forwarding", "Call Screening", "Call Logs", "Voicemail", "Faxes", "Auto Attendant", "DISA", and "Identity". The "Forwarding" item is highlighted with a blue arrow pointing to it. To the right of the navigation menu, there are two form fields: "Associated Number" (an empty text box) and "Preferred IVR Language" (a dropdown menu showing "en - English"). A blue callout box with the number "4" and the text "Click on forwarding" is positioned over the "Forwarding" menu item.

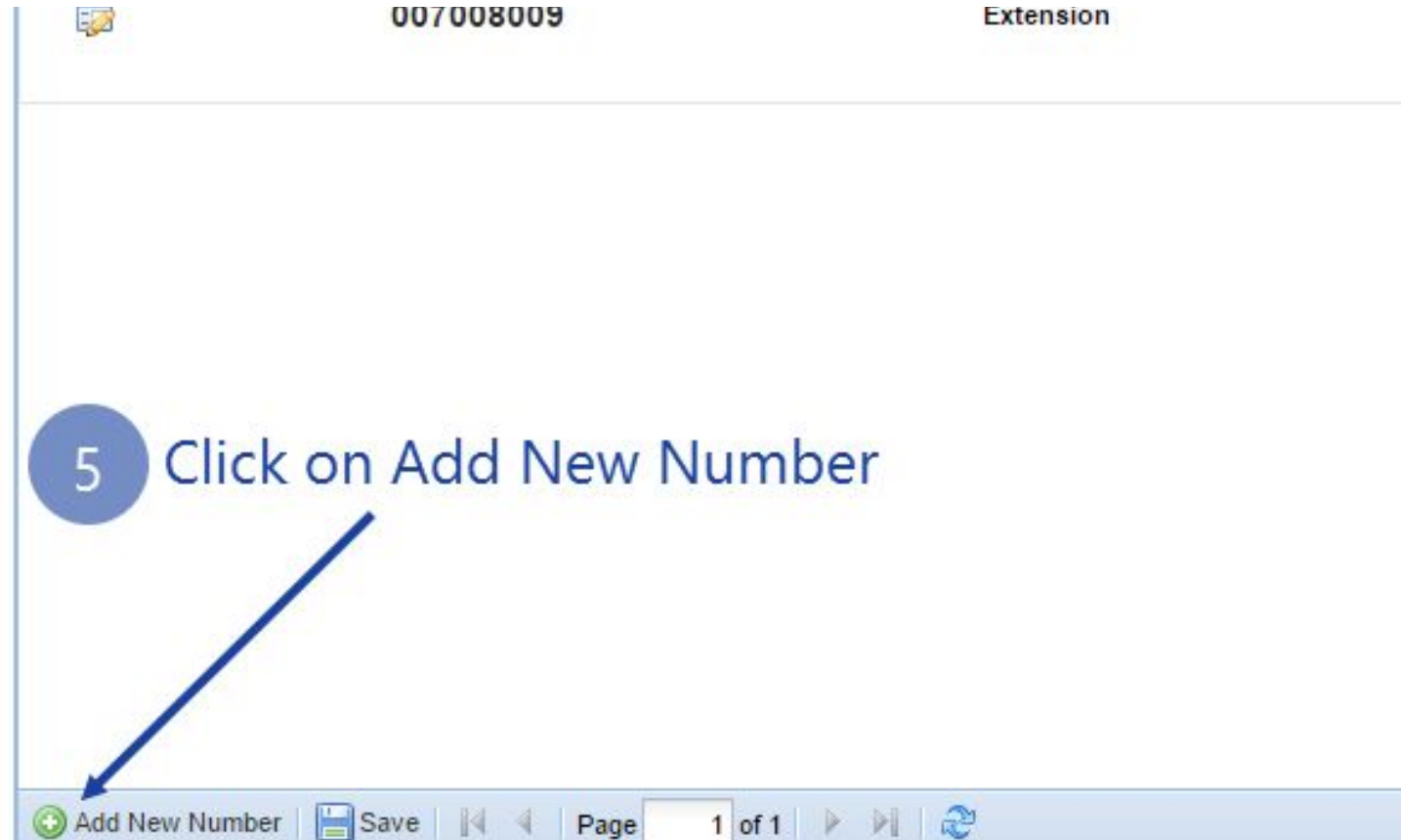
Step 5: Click on Add New Number

- Faxes
- Auto Attendant
- DISA
- Identity
- Music On Hold
- Emergency Calls

007008009 Extension

5 Click on Add New Number

+ Add New Number Save Page 1 of 1



Step 6: Add your number for forwarding

The screenshot shows a web interface for configuring call forwarding. On the left is a navigation menu with options: DIDs, Dialing Rules, Incoming Calls, Forwarding (highlighted), Call Screening, Call Logs, Voicemail, Faxes, Auto Attendant, DISA, Identity, Music On Hold, and Emergency Calls. The main content area is titled 'Forwarding' and contains the following fields:

- Description: Mobile number 1
- Number: 91989898XXXX
- Hide Advanced Settings: (expanded)
- Calling Party Display: Caller Number and Name
- Ring for: 30
- Ring Schedule: Always, Only at the following time interval

At the bottom of the page, there are 'Save' and 'Back' buttons. A blue arrow points from the 'Save' button to the text of step 7.

- 6 Here you can add your mobile number followed by country code.
- 7 Then click on save