CALL ROUTING TAB

Inbound Dialing Rules

4. View or edit the **Inbound Dialing Rules** for this extension.
   Use the table below as a guide:

	Field	Details
Inbound Dialing Rules	**Call Forward Always (CFA)**	This setting will **override all other Inbound Dialing Rules** that are specified below. . To activate, **click On,** and then **select a destination** from the box. . You can **toggle CFA On and Off** as needed. ○ Destination **settings are saved** when CFA is Off. ○ You can **configure** a CFA destination when the **feature is On or Off.**
	Do Not Disturb (DND)	If DND is On, **all calls will be sent to the If Busy setting** specified below. • Try First, If Not Answered, and If Offline settings will be ignored. **NOTE:** If **CFA is On,** the **DND** setting will be **ignored.**
	Try First	Determines how incoming calls will be handled when you are not on the phone, unavailable or offline. • Make a selection from the **Try First** dropdown list. • Make a selection from the adjacent dropdown list to the right. • For certain options, you may need to set a ring time.
	If Busy	If you've selected **Phone** or **Outside Number** as the **Try First** setting, calls that come in when you are currently on another call will be routed to this setting. Note: due to multiple call appearances on each endpoint or phone, incoming calls will more commonly be routed to the **If Not Answered** options (below) • Make a selection from the **If Busy** dropdown list. • Make a selection from the adjacent dropdown list to the right. • For certain options, you may need to set a ring time.
	If Not Answered	If you've selected **Phone** or **Outside Number** as the **Try First** setting, calls that you do not answer will be routed to this setting. • Make a selection from the **If Not Answered** dropdown list. • Make a selection from the adjacent dropdown list to the right. • For certain options, you may need to set a ring time.
	If Offline	If you've selected **Phone** or **Outside Number** as the **Try First** setting, calls that come in when your phone is offline or your internet connection is down will be routed to this setting. • Make a selection from the **If Offline** dropdown list. • Make a selection from the adjacent dropdown list to the right. • For certain options, you may need to set a ring time.

Outbound Dialing Rules

5. View or edit the **Outbound Dialing Rules** for this **Extension**.
    *NOTE: Some of these options may not be enabled for your account; consult **PCS VoIP Support** for details.*

    •Check the check box to enable the feature for this **Extension**.

    •Uncheck it to disable the feature for this **Extension**.

    Use the table below as a guide.

Outbound Dialing Rules	7-Digit	Allows the caller to dial 7 digits (without the area code) for calls in the local calling area. To complete the call, callers will have to press "send" or "dial" following the 7 digits.
	10-Digit	Requires the caller to dial 10 digits (including the area code) for domestic calls, regardless of whether or not the call is within the local calling area.
	11-Digit	Requires the caller to dial 11 digits (including 1 + the area code) for domestic calls, regardless of whether or not the call is within the local calling area.
	Internal Extensions	Allows the caller to dial just the 3-5 digits for calls to **Extensions** within the **PBX**. To complete the call, callers will have to press "send" or "dial" following the **Extension's** digits.
	Account Codes	Requires the caller to dial account codes to make calls, such as long distance and international calls, for tracking and billing purposes.
	Feature Codes	Allows callers to activate / deactivate various calling features by dialing "*" plus a two-digit code. Also known as "**Star Codes**"
	International Dialing	Allows a caller to place an **International Call** from this **Extension**.
	Allow this user to dial international calls...	If checked, allows this user to dial international calls without being prompted for a PIN.