



Call Forwarding Instructions

1. Log onto your **'My Account'** web pages with your Parent account. This is located in the top right corner of our website. <http://www.mondotalk.com/>
2. If you have not logged onto this page before then you fill up your account details.
3. If you have sub accounts click on **"Account"** then **"Account Information"** then select the sub account that you wish to configure call forwarding on. Typically, if you have a sub account the forwarding must be configured on your incoming account and or on your call forwarding account. If you don't have a sub account, please proceed to step 5.

Account Information

Account: 8751081
Your username is for logging in and cannot be changed.

SIP ID: 8751081

SIP Status: NA

Creation Date: 2015/12/28 10:25

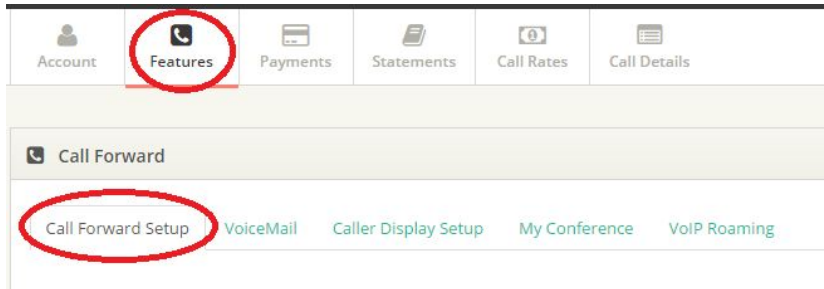
Logged in IP: 49.145.211.115

Sub Account(s): NA

Current Balance: AU\$ [REDACTED]

4. Once you clicked on the sub account it will log you out from your parent account and automatically redirect you to your sub account.

5. Click on “features” then “call forward setup”



6. You have two options with your call forwarding.

- a. Forward call according to my phone status (not applicable for PBX customers - we have configured custom call forwarding for you.)

Forward according to my phone status(default)

When my phone is Offline:

- Send busy tone
 Forward to my Cellphone/Landline

 Forward to My Voice Mail

When my phone is Online:

- If Busy, forward to
 My Cellphone/Landline:
 My Voice Mail
If No Answer
 My Cellphone/Landline:
 My Voice Mail

- b. Always forwarded to - This means the system will bypass all settings and forward to the number that you have nominated (including PBX customers).

Always forwarded to

- My Cellphone/Landline:
 My Voice Mail

Please note that you need to enter the number in the following formats:

- For local numbers (same country) you need to include the area code. For example: 0399997777
- For international numbers the format is 00 + country code + local area code + number: 0015167500052