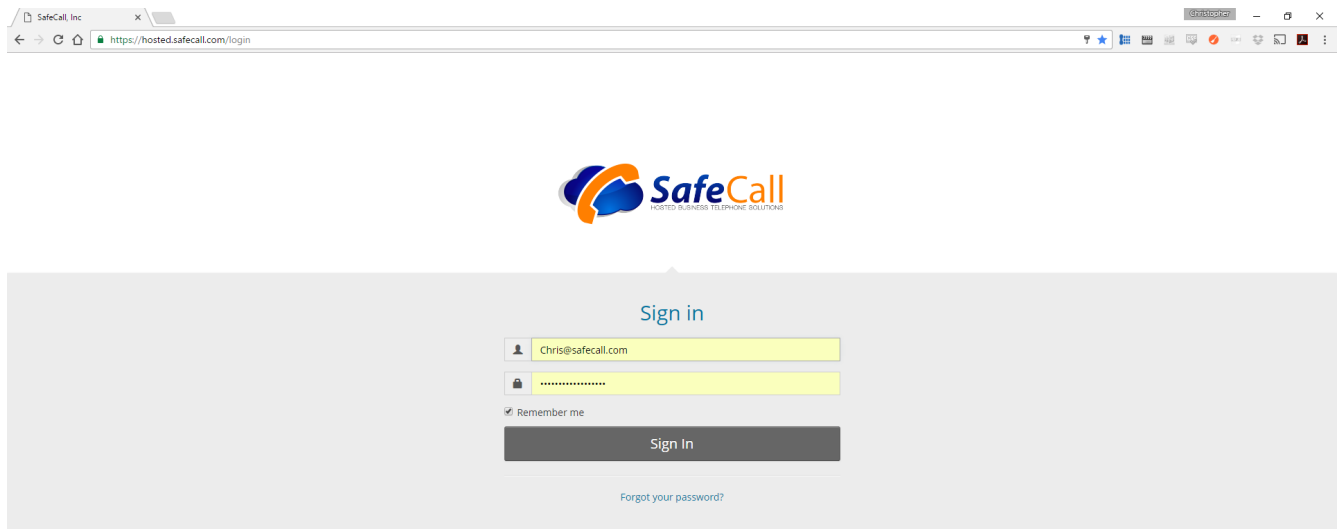


Forwarding your telephone number through the SafeCall Portal

This step by step guide will walk you through forwarding your Safecall telephone numbers to another location or to a cell phone. It takes only a few minutes to change the routing of your numbers and is just one of the many benefits the SafeCall portal offers!

The first step is to open your web-browser of choice (Google Chrome, Safari, Internet Explorer, etc) and in the address bar, enter the following address: <https://hosted.safecall.com> and press enter.

A screenshot of a web browser window showing the login page for SafeCall. The browser's address bar displays "https://hosted.safecall.com/login". The page features the SafeCall logo at the top, which includes a stylized blue and orange 'S' icon and the text "SafeCall" with "HOSTED BUSINESS TELEPHONE SOLUTIONS" underneath. Below the logo is a "Sign in" heading. The login form consists of two input fields: the first contains the email address "Chris@safecall.com" and the second contains a masked password "*****". There is a "Remember me" checkbox which is checked. Below the fields is a dark grey "Sign In" button. At the bottom of the form area is a link that says "Forgot your password?".

You should see the page above load in your browser. Enter the user name and password given to you by your SafeCall representative in the appropriate fields.

If you do not know your user name or do not have one, please contact SafeCall customer service at 704-527-5100, Option 1 or customerservice@safecall.com. If you forgot your password, please click the 'Forgot Password' link, under the Sign In button and follow the instructions to reset your password.

Click the **Sign In** button to continue to the next page.

Once you are logged into the portal you should see the home screen, shown below.

The screenshot shows the SafeCall Inc. home screen. The top navigation bar includes 'Home', 'Voicemail', 'Services' (highlighted in red), 'Cases', 'Accounting', 'Reports', 'Tools', and 'Settings'. The left sidebar lists 'Recent Items' such as 'Mailbox #105', 'Hosted Fax (704) 954-8400', and 'Extension #304'. The main content area features a 'Message Center' table with columns for Subject, From, and Date. Below it is a 'Recent Transactions' table with columns for Date, Type, and Amount. On the right, there are 'Common Tasks' including 'List Extensions', 'Telephone Numbers', and 'Make a Payment'.

Subject	From	Date
Important Notice about a Toll...	Colleen Schmidt	11/02/16
Level 3 is experiencing an Ou...	Ron Capers	10/21/16
CoreDial Support Center (Zen...	Ron Capers	10/21/16
Introducing CoreDial's New P...	Colleen Schmidt	09/14/16
Introducing CoreDial's New P...	Colleen Schmidt	09/14/16
CoreDial 4th of July Holiday H...	Colleen Schmidt	07/01/16

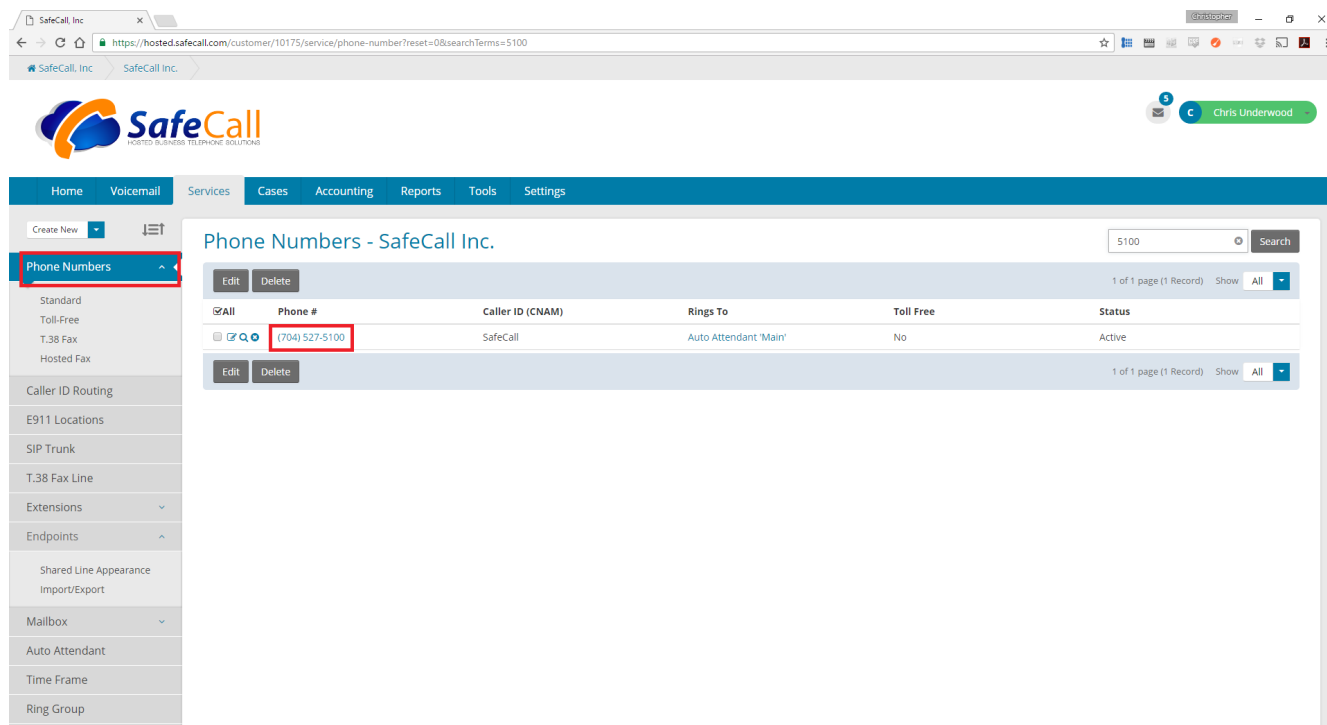
Date	Type	Amount
10/17/16	Invoice	\$0.00
09/17/16	Invoice	\$0.00
08/17/16	Invoice	\$0.00

From the home screen of the portal, you will want to navigate to the **Services** tab, towards the top part of the screen (highlighted in red above). Click on the **Services** tab to proceed. You should see the page below:

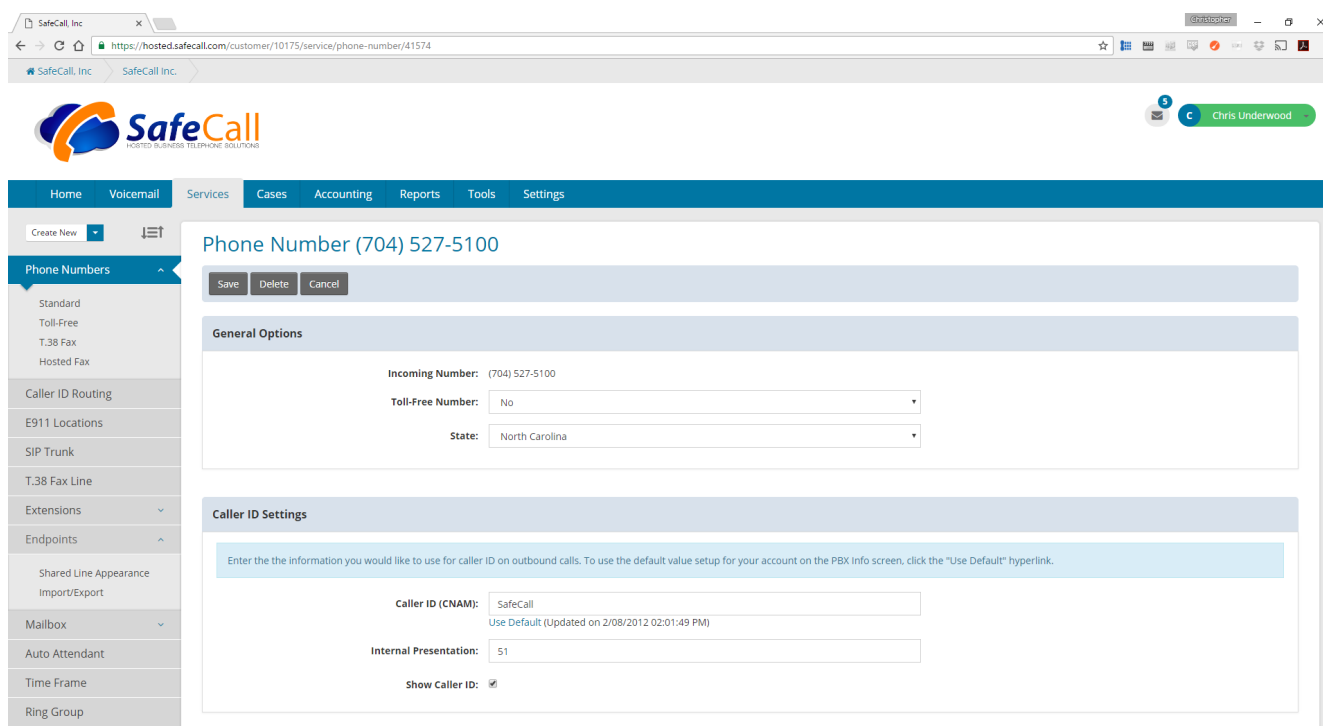
The screenshot shows the 'Services' page in the SafeCall Inc. portal. The top navigation bar has 'Services' highlighted. The left sidebar lists various service options, with 'Phone Numbers' selected. The main content area is titled 'Phone Numbers - SafeCall Inc.' and includes a search bar with the value '5100'. Below the search bar is a table with columns for 'Phone #', 'Caller ID (CNAM)', 'Rings To', 'Toll Free', and 'Status'. The table contains one record for the phone number (704) 527-5100.

Phone #	Caller ID (CNAM)	Rings To	Toll Free	Status
(704) 527-5100	SafeCall	Auto Attendant 'Main'	No	Active

If you **do not** see a list of all the telephone numbers associated with your business, make sure that you have selected the **Phone Numbers** (in red below) selection on the left-hand side of the screen.



Choose the telephone number your wish to forward, you can simply click on the telephone number (in red above) to edit the routing and other options for the number. Once you have selected a number, you should see a page similar to the one below:

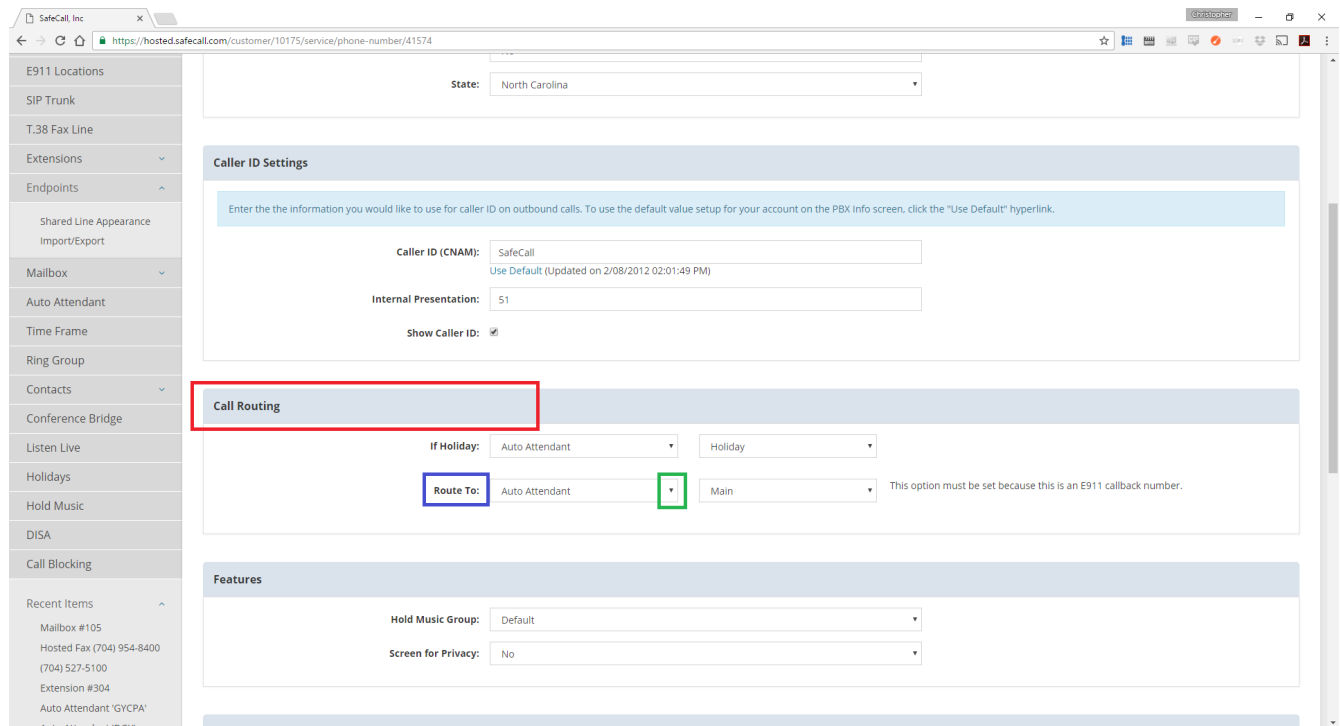


You should see the telephone number you selected at the top of the page that loads in your browser.

At this point, you will want to scroll a few lines down the page, until you arrive a section of the page titled 'Call Routing' (highlighted in red below).

The **Call Routing** section allows you to control where your telephone number is ringing.

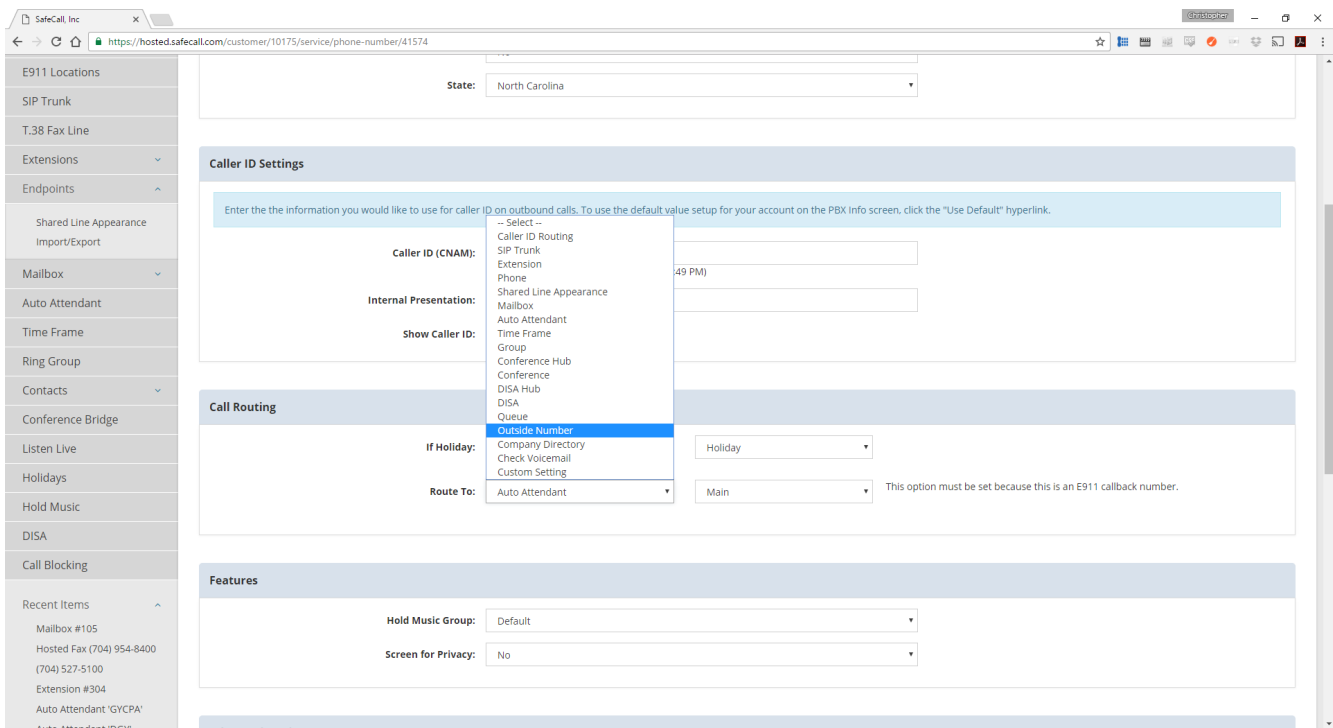
(For questions on the 'If Holiday' section, refer to the Holiday Setup guide.)



To edit the routing of a number, find the '**Route To:**' field. (highlighted in the blue box above)

Choose the **drop-down arrow** (highlighted in the green box above) in the box next to the **Route To:** section. You should see a variety of options in the box that will open, such as, Caller ID Routing, SIP Trunk, Extension, etc...

(continued on next page)

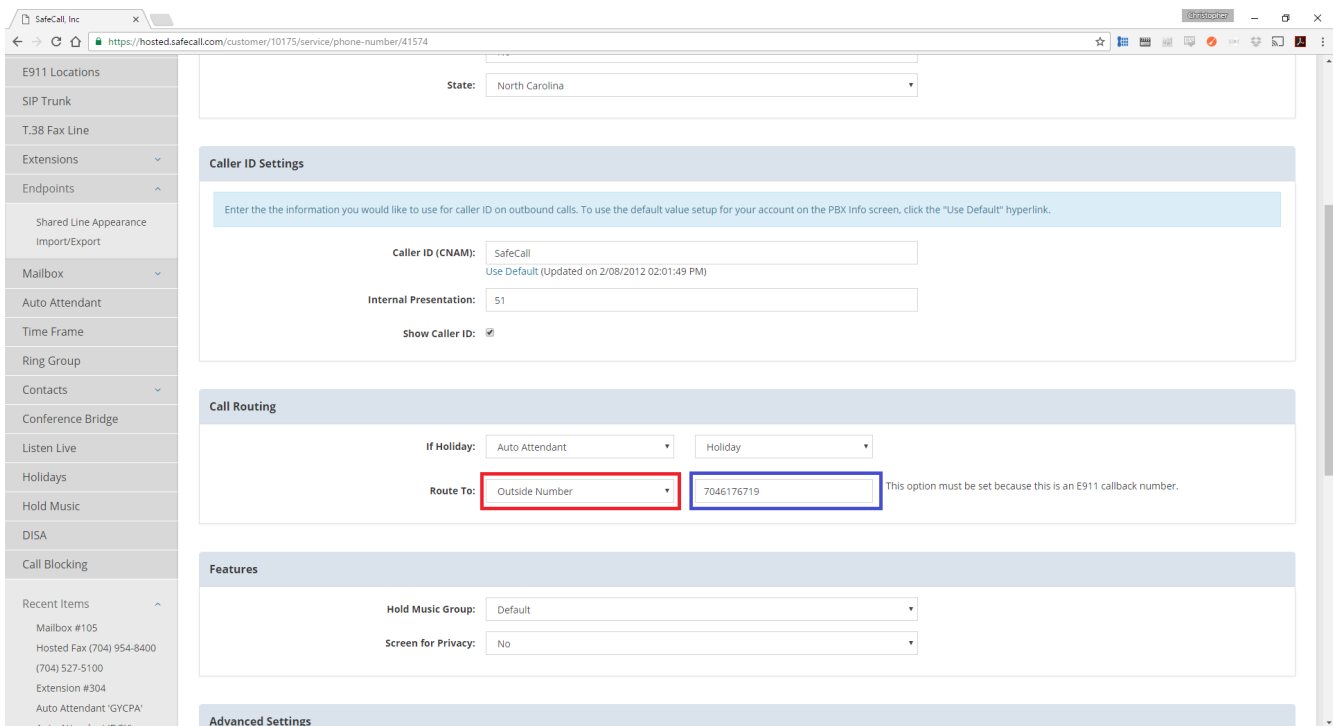


To forward to an Off-site number or cell phone, you will want to choose 'OUTSIDE NUMBER'.

Once you have selected **Outside Number** (highlighted in red below), there will be an **empty box to the right** (highlighted in blue below) of the Outside Number box.

Enter the ten digit telephone number your wish to **FORWARD ALL YOUR CALLS TO** in the empty field.

NOTE! If the number was previously forwarded to an Outside Number, the previously forwarded to telephone number will appear in this box once you have chosen the Outside Number option.



Once you have entered the ten digit telephone number you wish to forward calls to in the field next to Outside Number, you will simply need to save this routing option for it to take effect.

NOTE! Once you save this routing option, it will remain in effect until you go back in to the portal and change the Route To: setting back to its original option. **TAKE NOTE OF THE ORIGINAL ROUTE TO: SETTING BEFORE YOU SAVE SO THAT YOU MAY CHANGE IT BACK WHEN YOU NEED TO TURN OFF FORWARDING.**

Scroll down to the bottom of the page and click the **Save** button (in red below). Your settings will take effect within 5 to 10 minutes.

The screenshot shows a web browser window with the URL <https://hosted.safecall.com/customer/10175/service/phone-number/41574>. The page is titled "Call Blocking" and contains the following sections:

- Features:** Includes "Hold Music Group" (Default) and "Screen for Privacy" (No).
- Advanced Settings:** Includes "Currently Active" (Yes) and "Carrier Zone" (Zone 1). A note below the Carrier Zone dropdown states: "Unless instructed by the carrier please leave this defaulted to 'Zone 1.'"
- Action Buttons:** "Save", "Delete", and "Cancel". The "Save" button is highlighted with a red box.
- Record History:** A table with columns: Date, User, IP, and Operation.

Date	User	IP	Operation
11/08/2016 01:09:14 PM	Chris Underwood (chris@safecall.com)	75.181.8.71	Modified
11/08/2016 01:08:56 PM	Chris Underwood (chris@safecall.com)	75.181.8.71	Modified
12/10/2015 03:53:37 PM	Chris Underwood (chris.underwood@mytechs.net)	75.190.131.45	Modified
12/10/2015 03:51:05 PM	Chris Underwood (chris.underwood@mytechs.net)	75.190.131.45	Modified
06/10/2015 01:46:37 PM	Chuck Malinowski (chuck@safecall.com)	75.181.67.121	Modified
06/03/2014 07:51:31 PM	Ted Nason (tnason)	69.242.60.153	Modified
06/03/2014 05:37:16 PM	Ted Nason (tnason)	69.242.60.153	Modified
11/27/2013 12:57:43 PM	Chuck Malinowski (chuck@safecall.com)	184.39.156.130	Modified

To Un-forward the phones, simply go back to the Route To: setting and change it back to its original option. Then scroll to the bottom of the page and save. Your numbers should be un-forwarded in 5 to 10 minutes.

If you have any trouble with any of the steps in this guide, or questions about other sections of the Safecall Portal, please reach out to our Customer Service Department at 704-517-5100 Option 1 or customerservice@safecall.com

Thanks for partnering with Safecall!